

The Manager's Essential Toolkit

90 minute interactive training sessions delivered via webinar for global reach with minimum disruption

valueU

valuing your organisation, your people and you

Over the last few years, training budgets have been slashed, it's getting harder to pull managers away from their desks and their day to day roles and much harder to coordinate training initiatives across multiple sites around the globe.

And yet, research tells us that one of the key components of employee engagement is the manager's skill set. (See <http://bit.ly/pMcOfb> amongst others.)

In addition to this, it is also well known that in order to recruit, develop and retain talent, it is essential to be able to offer development initiatives that will enhance the overall package offered by the organisation. The war for talent is still raging and it is becoming increasingly important to stand out from the crowd in order to attract the best.

So how do you do this, despite the dwindling budgets, time and geographic constraints?

Our solution

Fun, interactive 90 minute sessions, delivered via webinar technology straight to your computer or laptop. All that is required in addition to the computer is a set of headphones with a microphone if you want to ask questions live or a keyboard if you want to type them in as we go.

How it works

- Each session is delivered at a set time, live over the internet using webinar technology. Participants can speak to the trainer live at certain times, type in any questions they have at any time and participate in



- polls where relevant. Each participant has their own unique link for the webinar.
- The session will share best practice around the topic making sure that theory is always applied.
- Participants will be given exercises to try out either during the session where possible or after to embed the learning.
- We ensure that there are actionable next steps that participants can take so that they know how to apply what they have learned.
- Copies of slides and or worksheets are sent to everyone following the session.

Why we know this works

- Not only is it about the length of a meeting, but there is no travelling involved either which means less time away from the job.
- Designed to deliver a punch in short bite sized sessions which will enable your people to retain the skills and information more effectively.
- Highly cost effective as you can train large numbers fast without having to provide much cover for them at work.
- If you want your people to take responsibility for their training, enable them to pick and choose from the sessions available so that you know that those who attend really want to be there.

Programme Outline

1. How to have more productive conversations at work
 - Do your people come to you with problems and always leave those problems with you?

- Do you find that they never take feedback in the way you intend it?
- Are performance reviews a nightmare?

On this laser focussed session, you will learn:

1. GROW – the most effective framework for a conversation where you want the other person to learn and move forwards themselves (even works with children!)
2. A great way to deliver feedback which can also be used in performance reviews.
3. Three key skills that will elevate all your managerial skills to another level

- rapport
- listening and
- questioning

2. The secrets of Influence- how do you get others to agree with you

- Does it seem like you rarely get your way?
- Do you find it hard to persuade others to back you?
- Are there people that you just don't know how to approach so that you can get them on side?

On this 90 minute session you will learn:

- The 6 essential influencing tactics and when to use them
- How different personality types and their values will affect how they can be influenced
- And equally, how you might be putting people off

3. Dealing with difficult people

- Are there people you dread having to speak to?
- Do you find yourself avoiding them or asking others to speak to them for you?
- Are these people destroying team moral as well as your own personal effectiveness and confidence?

If so, then join us and find out

- How your style and your values may be contributing and making the problem worse
- How to work with conflict and understand positive intent
- How verbal and non verbal communication contributes to misunderstandings
- How to use assertiveness when required.

4. How to have quality performance reviews

Performance reviews can be difficult to handle and yet done well they can motivate and engage your staff in their work, the organisation and their own development. Learn how to prepare, deliver and follow up on performance reviews so that they become an integral part of how you manage your people and their development and so that they see it as their process too.



5. Engaging your Team – what makes it so important

Most managers are promoted into the position because of their technical skill, expertise and achievement, and yet a critical element of a manager's role is to engage the team so that they deliver the skills and expertise. In this session we will explore what a high performing team looks and feels like, current theory and practice on motivation and ways in which you can apply this to your current team and situation.

6. Delegation – the secret to getting more done

Good delegation is the key to achieving more yourself as well as motivating others to do well (as you will have seen from the previous session!). And yet why is it so badly done? In this session we will explore the difficulties around delegation, the different styles, when to delegate and when not to and how you can apply it more effectively in your situation.



7. Time management in today's super connected world
 Blackberries, i-phones, tablet pcs, skype, email the list goes on! All of these "essentials" which allow us to do so much more (including the delivery of this training) also make time management increasingly challenging. Learn what your key challenges are when it comes to time management and how to make sure that you have the time you need to do what you need and want to do in a day, week or longer.

Come and explore how to bring all the skills you have learned together so that you can add flexibility to your management toolkit and be effective as a leader and manager in more situations.

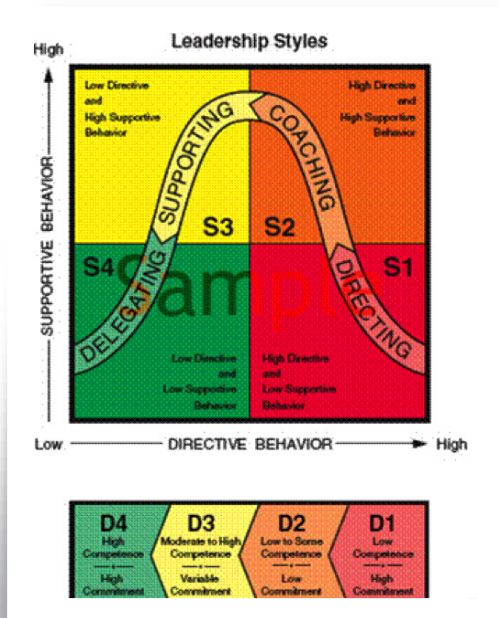
Booking and pricing:

All of these sessions can be booked individually and is priced at **£97* per person**. Please contact us for the latest dates and times that we will be running the sessions. You will also be able to book directly using the links supplied in the document.

For those of you who know that you would like to attend all the sessions, you can pre-book them all for **£647* per person, a saving of £129***. If you miss any of the sessions, you will be able to access a recording for a limited time and you will still receive slides and or handouts as appropriate.

Tailored sessions

All of the workshops can be tailored to suit your organisation. If you would like to talk to me about the possibility of doing this, then do contact me at managerstoolkit90@valueu.com to arrange a call.



8. Situational leadership – what do you do when
 The basic theory of situational leadership tells us that we need to use a different style of leadership at different times and with different people for it to be effective. But when and with whom?

Why choose valueU Ltd?

Passionate, inspirational and experienced coach-trainers

All our coach-trainers are not only extremely qualified but they also:

- Understand business having held senior positions in organisations
- Are experienced trainers AND coaches and they use a coaching approach to train which we believe leads to a better experience and increased retention of the learning.

Up to date content

All our courses are continually reviewed to make sure that we use and deliver the latest in leadership development thinking and in areas such as neuroscience which is greatly informing our field right now.

Flexibility

The sessions outlined in this document are open to all, however if you would like all or any one of them tailored to your organisation's requirements, then we can do that also. If you have a particular skill that you would like to focus on, then we can develop a session to cater for that too.

Global reach

Through our various networks we have access to coach-trainers around the globe who can also train and coach in various languages.

Our enthusiasm is infectious!

We love learning and therefore love teaching and coaching and this will come across to your participants, making the experience a lasting one.



Contact
Sonia Gavira
01442 825156
07808 916490
Sonia@valueu.com

*Prices are per person and subject to VAT