

Two-day Workshop

When you first became a Manager, did your organisation issue you with a user-manual and show you what to do? If we are lucky, someone shows us the ropes, but in most cases we are left to get on with things.

What should good people management look like? How do you give feedback on poor performance and have those difficult conversations with staff? What does everyone expect of you? How do you motivate your team? On our Managing Effectively Workshop, we will give you our answers.

We'll cover everything you need to know as a Manager, whether you are new in post, want to fill in any gaps in your learning or just need refresher training.

Together, we will have time to think about why managers manage and how to handle the expectations of your team, your own manager and the organisation in general. We will find out your preferred communication style and help you formulate a strategy for communicating at all levels. We will look and motivation, team dynamics and performance management.

Managing Effectively Workshop

As well as thinking, exploring and reflecting, we will make sure that you leave the workshop with practical strategies that you can apply from day one, as well as enhancing your understanding of this mysterious thing called Management!

- Your personality and preferences as a Manager – how do you *like* to manage?
- The importance of performance management
- Building, developing and motivating an effective team
- Interpersonal and influencing skills – winning hearts and minds without resorting to pulling rank
- Managing difficult conversations and giving constructive feedback



**Book now for £695(+ VAT) inc.
Refreshments & Lunch**

To book your place/s or to find out more information, fill out the booking form on our website, call us on 01784 497055 or e-mail us at info@ljallearning.co.uk

We look forward to seeing you at our workshop.

Managing Effectively Workshop:

Day 1

- Your personality and preferences as a Manager – how do you *like* to manage? Can you be a good manager and still be yourself? What does it mean to be an authentic manager?
- The importance of performance management—simple and effective ways of ensuring you get the best out of people
- Building, developing and motivating an effective team—how to have fun and feel valued while you work



Day 2

- Interpersonal and influencing skills – winning hearts and minds without resorting to pulling rank. How can you get people to do the right thing whilst holding everyone's dignity in mind
- Managing difficult conversations and giving constructive feedback—how to survive the toughest of situations
- Live 'surgery' -bring your problems and queries and hear solutions from trained experts



At LJA we have highly trained and experienced line managers, HR experts and facilitators who work with our clients to improve management practices. There's no 'talk and chalk' on our workshops and no 'sheep dip' training. We use engaging and stimulating activities to help your learning - even though we're dealing with serious subjects, everyone comments on how much laughter they hear coming from our class rooms! We believe that when we are interested and having fun, the learning is easy. We contact everyone who books a place individually to discuss their needs and we carefully tailor the learning to the participants requirements.

Our highly practical workshop includes:

- Managers tutorial
- Real-life case studies
- Skills practice
- Live surgery with a panel of experts where you can access solid advice and sensible options
- Managers' Handbook packed with hints and tips on making the best of managing people
- LJA CPD certificate as a record of your learning



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Our venue for this event is wallacespace, 22 Dukes Road, London WC1 9PN, which is located a few minutes walk from Kings Cross, St Pancras and Euston stations. Click here <http://www.wallacespace.com/stpancras.html> for details.

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