

HousingNorthwest

New Managers Training Course Profile

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**Develop your team + Impress your customers + Increase your
reputation + Improve your business**



www.housingnorthwest.co.uk

Housing NW is a partnership between RENEW Northwest, Government Office for the North West, North West Housing Forum, North West Regional Assembly, National Housing Federation (North) and Chartered Institute of Housing (North West Branch).

This document gives an expanded view of the above course which will be arranged over two one day sessions. To be effective, delegates should attend both one day sessions to successfully complete the course. There are optional tasks that are laid out at the end of the course, where they are asked to implement some new thoughts ideas, practices and procedures in their workplace in conjunction with their line managers.

Suitable for: All staff who have just become a Leader, Manager or Supervisor or who have held such a post for less than one year.

Objectives:

The objective of this training programme is to enable new Leaders, Managers and Supervisors to make the transition between being a member of a team to become a leader of a team. This programme will also help new Leaders Managers and Supervisors who are new to your organisation or will be taking up their first "Command" as a leader of people. The training experiences will enable delegates to gain confidence as a leader, help them make this crucial and perhaps the biggest single career step in their career and help them understand the tasks, responsibilities and accountabilities of a new manager.

Course Profile:

The course will include the following modules.

- 📌 Introduction – “So you are now a Manager”
 - Discovering new responsibilities and new direction
 - A new beginning?
- 📌 First steps and running a team.
 - Gaining respect, earning respect
 - A fresh new start for the team
 - Difficulties of managing a former peer group
 - Setting standards and expectations
- 📌 Communication Skills
 - Keeping information flowing
 - Enhancing your Listening Skills
 - Running or attending a meeting
 - Emails, memo’s and directives
 - Telephone communication
 - Communicating with your Managers, Directors and peers
- 📌 The Shadow of the Leader – Management style, personal impact and effectiveness
 - Discovering your preferred “management style”
 - Your influence and impact on others
- 📌 Motivation, delegation and team building
 - “Inspiring a team”
 - The “Art of Delegation”
 - Developing the strengths and acknowledging the contributions of team members

Staff Care, training and development

- Interviewing and Recruitment and selecting the right new people to join your team
- Coaching Skills
- Nurturing and personal development
- Dos and Don'ts - An overview of employments entitlements
- Staff appraisals
- Staff retention and your impact on it!

Monitoring and mentoring, following through on staff appraisals and development

- Review meetings
- Project work and special assignments
- Recording results and progress
- Giving and receiving feedback

Managing a customer focused team

- Internal and External customers
- Helping your team to gaining new "customers"
- Meeting or exceeding your customers expectations
- Systems and procedures
- Providing a customer friendly service or support
- Professional image and style
- Working with colleagues and other departments
- Dealing with feedback and complaints

Discipline, disputes and conflict management

- Dealing with staff issues before they become major problems
- A Manager as a Mediator
- Collaboration and Win/Win outcomes
- Disciplinary and tribunal processes

Time management and goal setting

- Prioritising and setting deadlines
- How to stay on track and on target
- Stress reduction
- Overcoming distractions
- Running a project
- Allocation of tasks
- Recording and acting upon results

Representing your team - reporting and presentations

- You as a spokes person
- Effective presentations
- Measuring and reporting achievements
- Costs and Budget reviewing and forecasts

Personal Action Plan

- What tasks would you want to introduce within the next month to help enhance your position as a team manager. How would you measure its success?
- What longer time project (within one to two years) would you like to champion and implement? – How would you measure your success?

The Benefits of this training

This training is designed to quickly fill in the skills gap required with the knowledge, understanding and techniques that will enable you to develop good managers. It can be tailored and focused to your specific needs. It will help you to quickly develop your people enabling them to offer greater potential to your organisation within a short time scale.

* Please note that the cost of this course will be subsidised by Housing NW