



## Line Management Skills Training

On this line management course, your managers will be guided by an expert facilitator and communicator delivering six hours of interactive face-to-face line management activities and role-plays. The line management training will help learners achieve the following:

### What You'll Learn

Following this line management skills course, managers and employees will be able to:

- Understand and adopt the role of a manager.
- Be able to overcome common management challenges.
- Be able to manage difficult conversations with members of their team.
- Understand how to delegate to employees, using structured methods, to improve team productivity.
- Be able to deliver feedback constructively.
- Communicate more effectively within their team.

Our **line management skills training** is suitable for team members and managers looking to improve communication across their team. Those looking to improve how they interact and work with colleagues will also benefit.

Following completion of your training, your learners will be better prepared and more confident line managers!

From "how do I delegate?" to helpful strategies for managing uncomfortable conversations, we'll walk your managers through practical, step-by-step strategies that help develop them into engaging and effective line managers.

*"What great days! As a team it was great spending quality time together and made you feel you were a part of something bigger." Leader, Synergy Partnership*

## **Your Inhouse Line Management Training Activities**

Group exercises in core line management techniques facilitated by engaging facilitators take your team through a package of training modules developing common line management skills, challenging their ways of working and championing best practice. Your managers will complete the day with a well-balanced approach to successful line management and improved confidence to help them lead and communicate better within their team. All activities are managed by an experienced trainer and in the safety of the office environment.

### ***Introduction: The Role of a Manager***

Participants explore the role of a manager, explore the pre-learning and set their agenda.

### ***Exercise: Management Styles***

Managers identify a management style appropriate to the employee, their role and what the team requires from them.

### ***Exercise: Delegating Effectively***

A training exercise in best practice when delegating to employees, including effective delegation plus the pitfalls to avoid.

### ***Exercise: Delivering Constructive Feedback***

A group exercise to demonstrate the differences between constructive feedback, praise and criticism alongside best-practice techniques in delivering feedback effectively.

### ***Exercise: Having Difficult Conversations***

Many managers fear those awkward conversations with employees, particularly around performance. This group exercise will build the confidence of your managers in planning and having difficult conversations with employees.

### ***Exercise: Inhouse Only - Coaching Employees***

Managers learn a proven coaching technique - the GROW model. Your team members explore what good coaching conversations look like before testing their coaching and questioning skills with a role play.

### ***Exercise: Online Only - First 30 Days***

This exercise will explore some common challenges managers face following promotion from team member to manager. Participants will face a number of common situations and, guided by their facilitator, learn how to manage them effectively. Online public course only.