Effective Line Management Skills

Half-Day One

Pre-work – Self-assessment questionnaire to understand preferred management style/s.

Early Days – Substance and Style

09:30 > Understanding Line Management
  o Expectations of the line management role setting scope for the session
  o Challenges of moving from being managed to the being the Manager
  o Even more challenges when needing to do this remotely!

Making the Leap
  o Qualities/skillset needed for success ... gaining trust, TM, etc.
  o Understanding the mix – the need to actively manage / do the technical as well / lead / report upwards / administer / take care of people, etc.
    - short individual / group exercise
  o Avoiding ‘derailment’ by clearly understanding expectations
  o Importance of effective self-management
    - fundamental self-management skills
    - staying in control of pressure moments – how?
    - situational responses ... practice / demonstration

Team and Individual Progression
  o How teams form and how to manage the process to maturity
  o Operating effectively when dispersed / working from home
  o Focus on what needs to be done within each development stage
    o group exercise
    o effective actions and responses – is anyone ‘opting out’?
    o exercise using delegates’ teams / individuals

Managing Styles
  o Matching styles to team member needs – overall and per task
  o Understanding what motivates people when they are at work/home
    o individual / group exercise
  o Tapping into the motivators / dealing with the dissatisfiers
  o Link to individual development needs and delegation
  o Creating a team development plan, leading to brief discussion on:
    o Coaching / training / trust / supporting / checking-in

Day Two Prep
  o Case study – our first foray into today’s line management role
    ✔ What would you do / what do you suggest?
    ✔ Review and comment ...

13:00 > Actions and Close
Half-Day Two

**Overnight Case** – our first foray into line management – what do you suggest?

**Finding a Way – Making it your Own**

09:30 > **Review and Preview**

- Stop / Start / Continue actions

**Overnight Assignment**

- Our first foray – what did you decide?
- Situational management/leadership
- Group work – formulating an approach to each situation*  
  (*Each scenario will be practised during the half-day)

**Managing Performance – and how it differs remotely**

- From objective setting to review ... and the bit in-between
- Back to managing time – yours and theirs
- The need for continuous development:
  - Letting go – delegation applying specific objectives
    - How and who to let go to ...
    - Setting standards and measures (including behavioural)
    - Not hanging on ...
    - Push back when needed ...
    - ‘Inspecting what you expect’ when tasking
    - Noticing when things feel wrong – being aware
    - Checking in on a regular basis

**The How?**

- Coaching practice – what does it look like / sound like
- A little more direct feedback using a stepped process

**Practising the Skills ... including**

- Set scenarios
- Link back to delegates' own situations
- Safe peer-peer feedback

13:00 > **Actions and Close**

- Based on Stop / Start / Continue