

## Aimed At:

- Production Managers
  - Cell Managers
  - Shift Managers
  - Shift Supervisors

This course is aimed at the team of managers and supervisors who must oversee the successful delivery of 24-7-365 production processes.

To meet the challenges of their roles team members need to:

- Be accountable and work as a team
  - Be able to engage others
  - Have strong communication skills
    - Manage difficult situations

This practical course addresses these needs. The interactive format includes individual and group exercises which are applied to the participants workplace environment.

## Learning Outcomes

- An understanding of each role and it's part in business success
  - Recognition of the need to be accountable and supportive of the production management team
- An understanding of the importance of clear communication
- Development of techniques that can be used to achieve results through the actions of other people.

## Content

### Introduction

- Understanding Leader-Manager Role(s)
- The Difference between Managing, Leading and Mentoring/Coaching
- The Qualities Needed for The Role(s)
- The Main Challenges & Responsibilities
- Being Accountable

### Leading & Motivating the Work Team

- Using the Best Leadership Style for the Situation
- Setting 'Ground Rules'
- The Psychological Contract and Clarifying Performance Expectations
- Motivation: Getting the Best from People
- Motivating Through Change

### Working with Internal Customers

- Internal & External Customers
- Who are Your Internal Customers?
- Supporting Your Internal Customers
- Handing Over a Shift or Deputising

### Supporting A Culture of Teamwork

- Characteristics of Successful Teams
- Creating Positive Team Norms
- Developing A Professional Attitude

### Optional Qualification

An optional I-L-M Level 2 Award in Leadership & Team Skills which is achieved through the completion of the training course and two post-course assignments.

Our **Qualification-Series** will support a strategy to:

- Increase your management team's skills levels to improve productivity
- Gain a Quality Standard for your company
- Build evidence of Continual Professional Development

Successful participants will receive an **internationally recognised** I-L-M Award setting them and their company apart from the others. Also 12 months membership of the Institute of Leadership & Management, with access to resources to support their Leadership & Management development.

For further details e-mail [joanne.gordon@beckinridge.com](mailto:joanne.gordon@beckinridge.com)

### Communication Fundamentals

- Effective Listening & Questioning Skills
- Barriers to Communicating

### Communicating Assertively

- Why be Assertive: The Business Case
- How to be Assertive when Communicating
- Identifying Unhealthy Beliefs that lead to Passive or Aggressive Behaviour

### Having Honest Conversations

- The Benefits of On-The-Spot Feedback
- Positive & Critical Feedback
- The Causes of Poor Performance
- A Framework for Effective Feedback

### Managing Difficult Situations

- Using Emotional Intelligence
- Understanding, Recognising & Managing Emotions
- Maintaining Control
- Sources & Features of Conflict
- Selecting the Appropriate Response Style

### Understanding & Managing Stress

- Understanding Workplace Stress
- Sources and Signs of Stress
- Reducing Stress in the Team
- Managing Your Own Stress