

## Stepping Up

Have you just been promoted and finding that you are now having to manage or supervise other employees? Have you had enough training to do this? Do you have employees you can think of this in this situation. This course introduces line management and supervisory skills in an easy and practical way covering “what is a Manager”, Supervisory styles and how to deal with day to day issues. A great start to a management role or as a refresher for those who want an update.

### Training Outline

9.30	Introduction, Reasons/Benefits of this knowledge
9.45	What do we mean by Stepping Up?
10.00	How and why people learn? <ul style="list-style-type: none"> <li>• Learning Staircase</li> <li>• Motivation for learning</li> <li>• KOLB's learning cycle</li> <li>• Learning style questionnaire</li> </ul>
10.30	<ul style="list-style-type: none"> <li>• Role Modelling</li> <li>• Self development</li> </ul>
11.30	Break
11.45	<ul style="list-style-type: none"> <li>• What is a Manager?</li> <li>• What skills do you now need?</li> <li>• Communication requirements</li> </ul>
13.15	Lunch
13.45	<ul style="list-style-type: none"> <li>• Dealing with projects / tasks</li> <li>• Task / team / individual</li> </ul>
14.30	<ul style="list-style-type: none"> <li>• Supervisory style</li> <li>• Leadership and leadership style</li> </ul>
15.15	Break
15.30	<ul style="list-style-type: none"> <li>• The importance of dealing with issues</li> <li>• Minor, persistent, gross misconduct</li> <li>• Using your policies</li> <li>• Knowing what and when to refer</li> </ul>
16.15	Questions