

A MasterClass in Team Management /Supervisory Skills

(Two Days)

The quality of a leader is
reflected in the standards
they set for themselves.

Ray Croc



Nick Bishop Solutions

The term “Management” is commonly used within any business, but the greatest Managers understand the need to be great “Leaders”.

This two day MasterClass demonstrates the key attributes of a successful leader and allows delegates the opportunity to share their thoughts in a facilitated and learning environment. The MasterClass provides delegates with a passion to succeed and also an understanding and knowledge of the skills necessary to be successful.

Learning is about four things

- Being “Inspired” and wanting to change
- Accepting what has to change
- Realising why it has to change
- Discovering how to make the change

The learnings will be developed using RAIL (Reflect/Analyse/Implement/Learn). This will give all attendees a simple way of implementing all learnings following the MasterClass.

Two Day MasterClass Programme

Understanding the concept of human potential.

For any programme to work, it is vital that all delegates have a simple understanding of how the mind works and to thus believe that we all have limitless potential.

What is Management: Does it differ from Leadership?

Management and Leadership discussed...The reality and the role explained in a way that all understand.

The skills needed to be successful as a “Manager”

Creating the “buy in” with examples that all delegates will understand and want to achieve.



Impact Presence

- Personal presence
- Assertiveness skills
- Influencing people

Communication Skills

- The different styles explained
- Understanding “Emotional intelligence”
- Johari’s Window
- Handling confrontation

An introduction to coaching

- The need for coaching
- Coaching explained
- The benefits

Creative Management

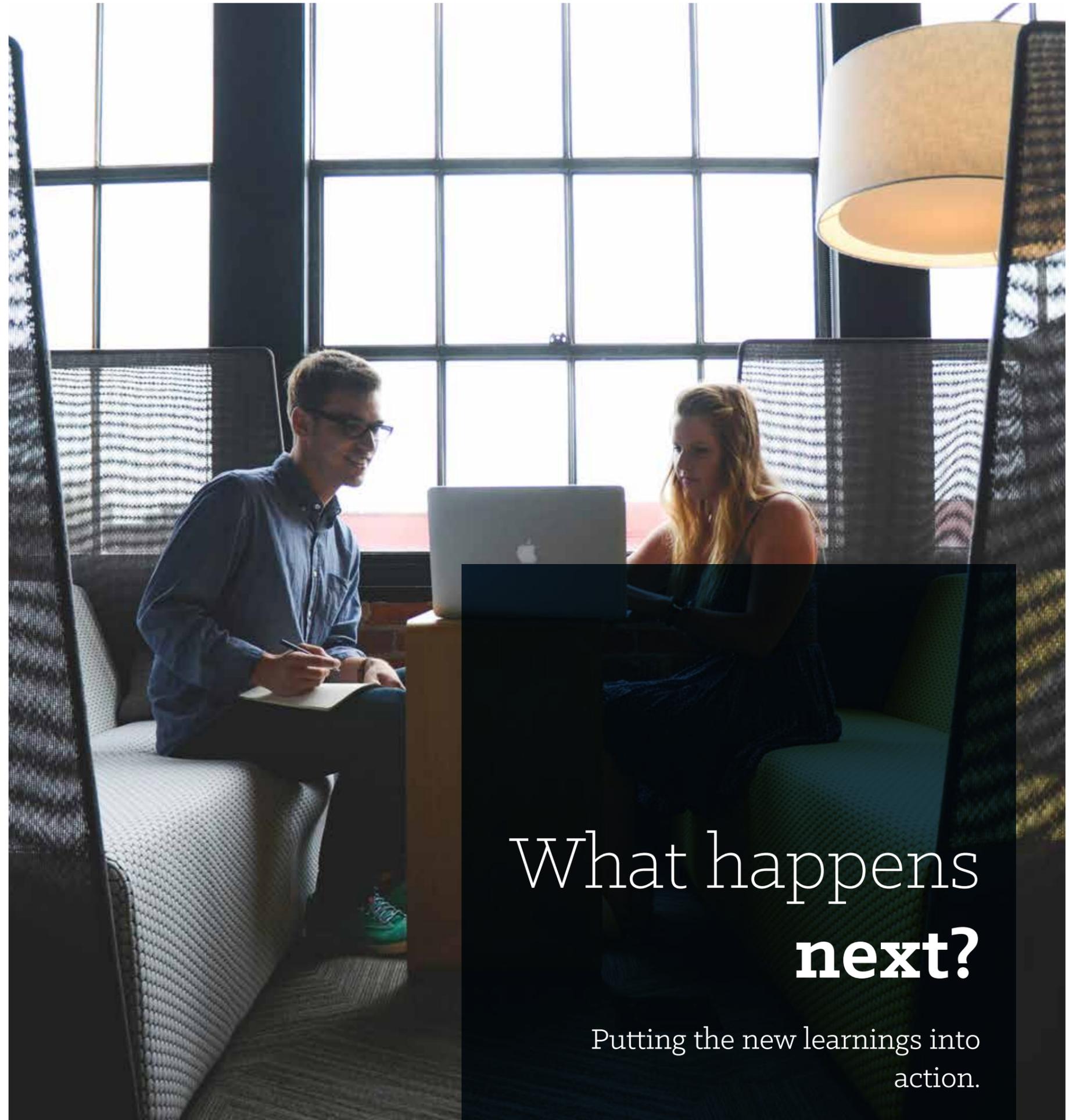
- The importance of creativity within Management
- How to be a “Creative Manager”

Teamwork

- Team Dynamics
- Values and Vision
- Creating an empowered workplace
- The art of delegation
- Tuckman’s Model

Performance Management

- Performance Management explained
- Goal setting
- KPI’s and their use



What happens
next?

Putting the new learnings into
action.

Who should attend this MasterClass

Anyone who needs to be reminded of the key skills of “People Management” and how to develop in the work place...Similarly, anyone new to “Management” and who needs a thorough grounding.

Managing People is a great responsibility. To manage people well, has an enormous impact in three ways...On the business, on the teams, and also on the Manager themselves.

Leadership is also about “Self-Awareness”. The Masterclass is structured in such a way that all delegates will be able to self-reflect and will then allow themselves to put into practice further improvements when back in the workplace.

Meet your MasterClass host



Host & Facilitator: Nick Bishop

“Nick Bishop is brilliant and smart .He knows his work and is a good speaker. I recommend any company to come and listen to him or invite him anytime. He’s the best.”

**AFRICAN MANAGEMENT CORPORATION,
JOHANNESBURG**

After 25 years in the corporate world with leading blue chips, most latterly with HBOS and managing teams of over 200, Nick established his own coaching and performance consultancy in August 2005.

He now consults with a number of organisations both in the UK and globally.

Because of his thorough understanding of what is needed to be a “winner”, Nick has judged at the UK Customer Service Training Awards for the last four years and in 2015 was a Judge at the “WOW Awards” in London.

Nick has been asked to speak at a number of events and conferences including Local Government Forums, Contact Centre bodies, Training Events and Staff Conferences. His rich and engaging style is enjoyed by all.

Investment

£229 per head

£2090 for a team of ten

£2990 for a team of fifteen

“Learning is a treasure that will follow its owner
everywhere.”

Chinese Proverb

Please note these are indicative costs only and are dependent on client requirements, location & venue choice etc. Places will be limited to 15 people to ensure maximum learning for all delegates

For all enquiries, please contact:

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Nick Bishop Solutions