



# Corporate Coach Group

Training that transforms



## Training Plan First Line Manager Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### First Line Manager Course Summary

The first line management role is difficult, because the manager is often under pressure from all sides; pressure from the senior management team, from colleagues, from suppliers and customers. First line managers need support because they are a pivot-point around which the whole organisation turns.

To be successful and confident in their role, the first line manager needs many skills, including goal setting, communication, planning, performance management and leadership. This excellent 2-day training course provides your first line managers with all the knowledge they need, to feel more confident and to be more effective in their role.

### Learning Outcomes for the First Line Manager Course

- Boost self-confidence by developing your skills
- Learn to communicate with more clarity
- Manage difficult people more skilfully
- Solve problems before they can occur
- Inspire a positive mental attitude in the team
- Motivate others to give you their best
- Achieve your targets and gain respect

### Customer Review

“ I found the course content incredibly interesting and very informative. Everything seemed very common sense based, but not something you immediately think about until it's in front of you. I found most benefit from the psychology of language in terms of conflict and conversation. Chris was a fantastic presenter. Incredibly engaging and made sure everything was clearly understood. It was very easy to follow with Chris' explanations

*Will Hume-Humphreys  
Guinness World Records*

## First Line Manager Training Course Overview

Day One Morning: We start by introducing the six key skills of the first line manager. Then we ask you to assess yourself on each of the six skills to discover where you are strong, and where you need to develop more skills.

Then we show you how to correctly set specific goals and how to communicate them more clearly.

In the afternoon we focus on performance management and handling conflict. Every manager has to manage occasional conflict and poor performance issues. We will show you how to deal with this difficult aspect of your role, and give you plenty of time to practice your new skills.

Day Two Morning: We cover managing priorities, time management and delegation. Prioritisation is a key concept you must master, and we will show you how.

In the afternoon we discuss emotions: how to manage your own emotions, so you feel confident and optimistic and how to positively influence other people, so that they too feel confident, optimistic and happy. This is the essence of leadership. You will learn how you can motivate yourself and others. How to eliminate negative emotions and replace them with optimism, goal focus, enthusiasm and confidence.

Finally, you will make commitments on how you will apply these new skills, by putting them into good practice at your workplace.

### Customer Review

“ Training course had a productive outcome with structure which went a long way to meet Leyton’s specific needs. Good balance between detail and overview. The trainer’s presentation was clear and enabled development of team’s input. Good communication with audience. Kept our attention.

*Simba Mareverwa  
Leyton UK ltd*

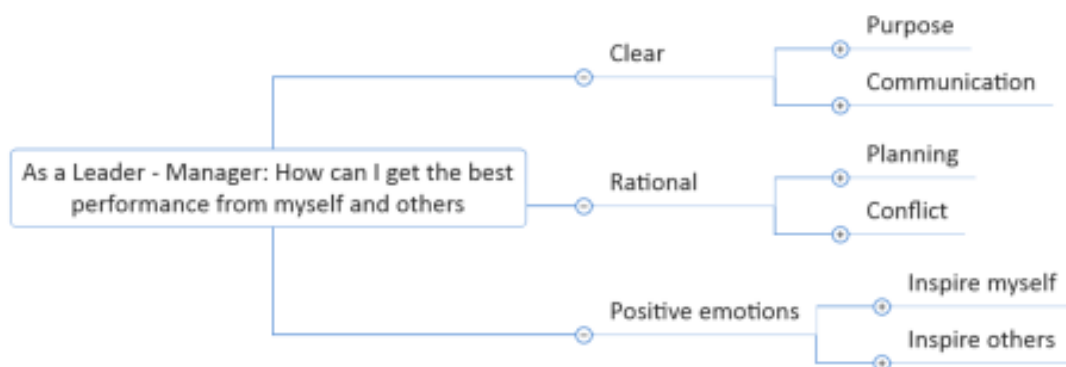


## First Line Manager Training Course Details

### Day 1 - Morning

#### What is the role of a first line manager?

The role of the first line manager has many aspects because they act as the pivot-point between the senior managers, the front-line workers, the suppliers and the customers. The role of front-line manager is essential to the success of the organisation as a whole. Therefore, the front-line manager needs to be highly motivated and skilled. The purpose of this course is to help your managers by developing their essential skills and abilities.



#### What are the skills required by a first line manager?

If you are a first line manager, then you need to:

1. Provide a clear goal - a sense of direction
2. Communicate clearly - explain yourself accurately
3. Manage time, prioritise and delegate tasks
4. Handle disagreements and conflicts
5. Inspire yourself
6. Motivate others

#### How to set a clear goal using SMART targets

The first line managers' first skill is to master how to communicate goals and standards. Since everything we do is intended to achieve a goal, the first task is to ensure that everyone knows what the goals are. Any confusion is bound to create errors and inefficiencies. So, we learn how to clearly establish and communicate a SMART goal.



### How to communicate clearly

The ability to effectively communicate is essential. First line managers need to be clear, specific, convincing and motivational. We will study how to communicate with greater clarity by defining our terms and making our language more quantitative, affirmative and specific.

1. The use of accurate language
2. How to speak and write more clearly
3. Give affirmative instructions
4. Questioning skills

### How to tell the difference between a critic and a cynic

A cynic thinks nothing will work and then tries to figure-out WHY it won't.  
Cynics are negative personality types. You may know a few cynics at your place of work.

On the other hand, a critical thinker knows things do work, BUT ONLY IF they are done correctly! Critical thinkers are highly valuable members of the team. Even though they sometimes seem "negative", they have the right intentions and are valuable assets. It is important that we develop our critical thinkers, and we do not accept cynicism. We will show you how to change a cynic into a critical thinker.



## Day 1 - Afternoon

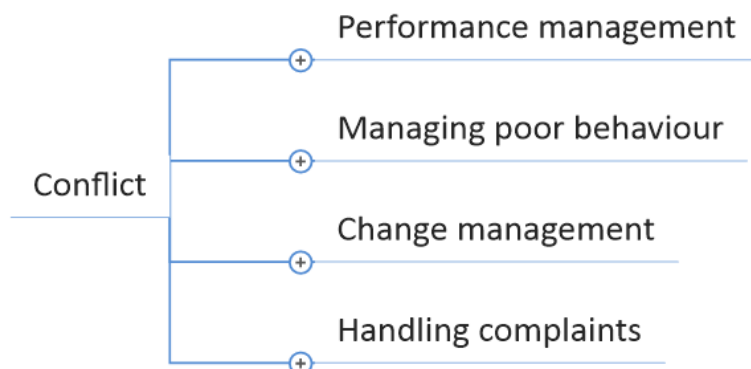
### How to manage conflict and poor performance issues

Some first line managers are afraid to handle conflict and poor performance issues, simply because they do not know how to do it properly.

Sometimes they make their criticism sound like a reprimand.

First line managers should make criticism sound more like guidance.

1. Protect their ego
2. Tell them what they are doing wrong
3. Be objective and specific
4. Tell them what you want instead
5. Discover why and decide if that is a reason or excuse
6. Learn when to negotiate and when not to
7. Notes on proper timing
8. Notes on body language and voice tone



### How to motivate people with proper praise and appreciation

There are many motivators, some are tangible, and some are intangible.

Tangible motivators include money, holidays and other benefits.

Intangible motivators are things like, *thanks, appreciation and praise*.

Many managers neglect to thank, appreciate and praise their colleagues because they think, "money is the motivator". But they are wrong to neglect appreciation and praise. We will discuss how to harness the power of praise.



### Real-life scenarios for the first line manager

It is important to practice these skills so you can use them in real life. So, we will give you the option of practicing these skills by working through five work-based scenarios that we all have to deal with: Inappropriate humour, lateness, lack of respect, aggressiveness, and a difficult boss. At the end of the course, you will know how to handle these common problems, as well as how to apply the principles to every other case of conflict you will ever encounter. You will be glad you came.

### First line managers professional development action plan

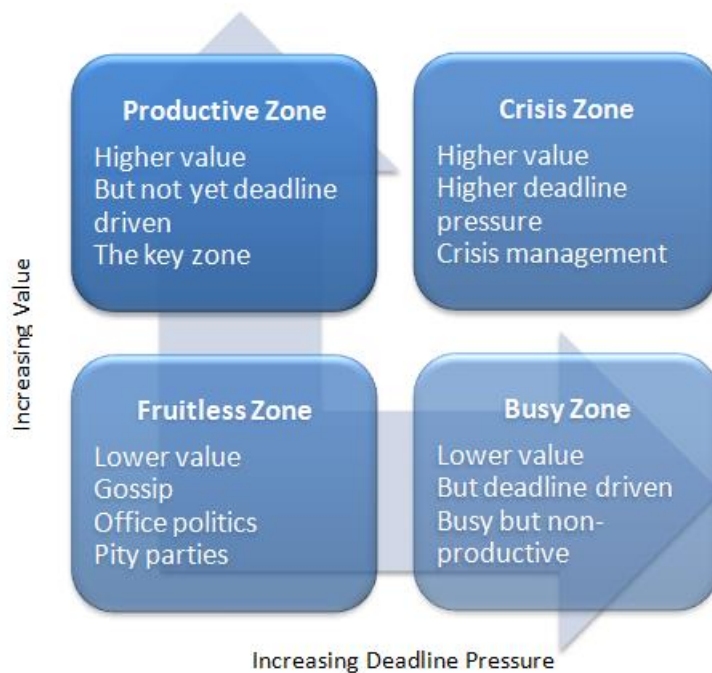
At the end of the first day you will be astounded by how much valuable information you have learned. We will ask you to review the notes and pick out which ideas are the most relevant to you, and how you will you apply these points to your own work practice.



## Day 2 - Morning

### Time management, prioritisation and delegation for first line managers

Time management is the art of making the best possible progress in the minimum amount of time, by means of proper prioritisation, planning, preparation and delegation.



### Manage your time according to value and deadline pressure

First time managers prioritise according to two major criteria, value and deadline pressure. There are four types of activity:

1. Crisis zone – emergency, all hands-on deck, stressful
2. Productive zone - preparation and planning
3. Busy zone – occupied, but not productive
4. Fruitless zone - waste of time, counter-productive

### How to stop being so busy and be more productive

It is important to understand the difference between two concepts, Busy, and Productive.

Many people are too busy, and yet NOT as productive as they could be. They have “busy but non-productive days”.

First line managers must NOT mistake activity for achievement. We need to get out of the busy zone and into the productive zone.

### How to increase team productivity

We are NOT paid for our busyness; we are paid for our productivity, In order to increase our Productivity, we need to develop our P list activities.

P-List activities all begin with the letter P, and all contribute to productivity: Purpose, planning, preparation, prevention, problem solving and prioritisation. We will master the P list.

### First line managers must manage three time-wasters

First line managers must identify and eliminate unnecessary time wasters. They fall under three main headings that we call: SOS:

1. Self – your own bad habits
2. Others – other peoples’ bad habits
3. Systems – inefficient work systems

We will analyse this list and understand how we can improve in all three areas.

### How you can better manage your emails

Emails can be a distraction. We will analyse how you can best manage them to minimise the problem.

### First line managers must delegate properly

The manager is not paid to do it all. Their major role is to get it done, by delegating the right task to the right person at the right time.

We will reuse SMART targets to help us delegate properly.



### Why some first line managers are afraid to delegate

We will discuss why some managers do not delegate, as they should.

They do not know how. They think it is quicker to do it themselves. They think they are the only ones to be trusted with that task. They are afraid to “let go”. They do not like to impose on others.

We will eliminate these errors. It is important you understand how much you can achieve if only you harness the power of delegation.

### How to prioritise tasks into their proper order

Since you cannot do everything simultaneously, you will need to prioritise. You can prioritise according to two criteria, “by value” and “by logical sequence”.

We will show you exactly how to do this and provide you with a prioritisation app for your mobile, so you are always doing the most valuable things, in the most logical order.

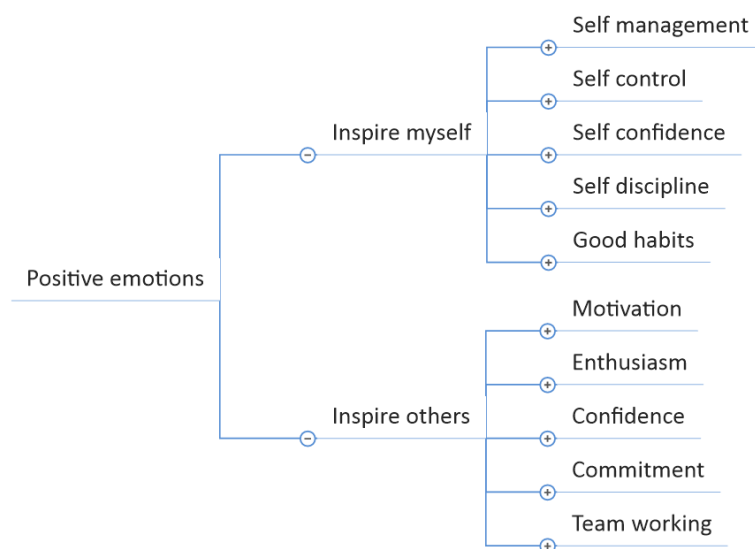


## Day 2 - Afternoon

### How a first line manager can create and sustain a positive team atmosphere

The morning session was very logical, but what about people's emotions and feelings? They are important too. We learn about emotional management; how to inspire yourself and others.

We start with self-motivation, because it is impossible to inspire others if you are depressed yourself. You will discover how to develop your own mind so that you can always create and sustain a positive mental attitude.



### Common mistakes of the first line manager and how to avoid them

Sometimes managers say the wrong things and create a negative atmosphere within the team.

Negative atmospheres give rise to anger, fear, worry and resentment.

We will discuss how negative attitudes can only produce negative results.

Eliminate the negative and replace it with the positive.



### How to positively affect their emotions (conversation control)

We look at how our words can positively affect other people. We learn how every word you say has an *emotional consequence*. Your words can make others feel stronger, no stronger, or weaker, depending on what you say.

We examine this statement and learn how to use words in ways that make people feel stronger. We call this skill *conversation control* and we discuss its importance

### How a first line manager can manage the team according to a proven success formula

It is important to understand that Success is not an event, but rather a process, based upon only five words: Purpose, plan, action, feedback, change:

PURPOSE = Decide your SMART goal

PLAN = Formulate your best plan in writing

ACTION = Implement your plan

FEEDBACK = Measure and analyse the feedback results of your recent actions.

CHANGE = Continually improve your plans based upon the changing conditions and the recent feedback results.

Recognise that the success formula is a continuous improvement process.

It is important to understand how much you can achieve when you apply the principles of continuous improvement. We show you how.

### What is the difference between constructive and destructive criticism?

The success formula contains the concept of negative feedback. Negative feedback is important, but it can be delivered in two ways, constructively or destructively.

We will show you how to avoid demotivating people by using destructive criticism. Instead we will demonstrate how to motivate them by using constructive criticism.

It is vital that first line managers only give constructive criticism.

The first line managers should only give constructive criticism. We will practise changing destructive criticism into constructive criticism.



## First line manager training course summary and action plans

By the end of the second day you will be astounded at how much we have managed to pack into this course, but because the material is so well structured, it all fits together neatly like a jigsaw.

You will spend some time going over the notes and picking out your most important learning points and thinking about how you will apply them.

When you return to your workplace, you will be amazed at how effective your new skills are, and how it causes other people to respond to you in new, positive ways.

## Customer Review

“ The course content was very helpful; lots of really useful information which, unlike other courses, is all usable! The trainer's presentation was very engaging, interactive and interesting.

*Hayley Croughton  
Adept Telecom*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

- “ Excellent content and presentation. Factual, informative and helpful. This training will help greatly when dealing with various situations within the workplace. The training presentation was brilliant; well described, with great examples where necessary. Informative and helpful. Many thanks

*Mike Hodder  
The Harmony Trust Ltd*

- “ I found the course very valuable; it has now given me a framework to work by. From planning to conflict management, I now feel I have the tools to deal with almost any situation that arises within the workplace. I found Marco's teaching style refreshing compared to the other dry monotone styles of other courses I've attended. Marco was clear and able to clarify the finer points so that I had a full understanding of the subject matter.

*Mark Kemp  
Cue Media Limited*

- “ Excellent training course. I feel very secure (and excited) to start using certain models in my practice, including the priority decision matrix and the wrong box/right box method. The trainer was equally excellent. By using 'real life' examples he helped me contextualise the models. As well as giving me the confidence to start better prioritising my work and others in my team.

*Harriet Jackson  
NSPCC*

- “ The course content was very detailed and relevant to the workplace. I found it all very valuable, especially the distinction of objective and subjective. The trainer's presentation was captivating, really engaging, informative and interpersonal. Giving feedback and interaction was relaxed and the course setting put me at ease.

*Lois Robinson  
Places for People*