



Stepping into First Line Management

Course Overview

This in-depth course is a fantastic introduction to management and will provide aspiring and existing team leaders/managers with the resources to create a management toolkit. Delegates will learn how to effectively communicate and engage individuals and teams, balance priorities and build a winning team mentality.

This is a full day training course delivered in-person or over 2 four-hour sessions using Zoom Video conferencing.

AGENDA HIGHLIGHTS:

- The challenges of team leadership and tools to tackle them
- Exploring leadership styles
- Managing versus leading
- Influencing and engaging others
- Motivating individuals and small teams
- Improving performance
- Developing self and others

TARGET AUDIENCE:

- Recruiters planning to take up their first supervisory, team leader, management, or mentoring role
- Managers and leaders with no previous formal management training
- New managers who would like some time to reflect on their role and refresh their management techniques
- Non recruiters for example team leaders, back and front office managers, department managers

TRAINERS:

Charlotte Clark, Tracy Whiting-Iqbal and Rachel Ellsmore

LEARNING OUTCOMES:

- This course is designed as part of the CMI Level 3 Certificate in Principals of Management and Leadership
- Having evaluated their personal leadership profile, delegates will understand their impact as a leader and manager
- Understand why people follow leaders and what is expected of them
- Be able to engage their team and communicate effectively with them
- Know what motivates and de-motivates individuals
- Understand how to balance their priorities - billing vs. managing and leading
- Learn how to develop small, high performing teams

INVESTMENT:

OPEN COURSE – Cost per head:

Virtual	£460.00 plus VAT
Face to face	£540.00 plus VAT

IN COMPANY COURSE –

prices are based on 8 delegates plus Trainer expenses

Virtual	£2,310.00 plus VAT
Face to Face	£3,000.00 plus VAT

For further information on the above programme or to discuss your talent development needs, please call **020 3117 0914** or email talentdevelopment@apsco.org

Courses are available to APSCo members and non-members alike. For non-member prices please contact APSCo Talent Development.