



THE CONFIDENT MANAGER

Does your business have confident managers?

Or could your managers unwittingly be causing staff to look for another job?

Right now, this is a crucial question we all need to be asking.

There are many reasons why employees leave, but today, one of the leading causes is poor management. The latest Good Management Report from the Chartered Management Institute (CMI) reports that no less than **50%** of workers with a poor manager are planning to resign in the next year, massively undermining a critical factor facing all businesses – staff retention.

So what does a confident manager look like?

Confident managers aren't afraid to have the difficult conversations needed to tackle small issues before they become big problems. They build positive work environments that are shaped by the needs of their team. And they adapt their communication styles to connect with each individual.

The Confident Manager training programme transforms hesitant, apprehensive, uncertain managers into skilled, effective, assured managers and leaders. Whether a delegate is new to the world of management, or would benefit from a skills refresh, this engaging, interactive, hands-on course is your secret to success.

The programme is made up of three, 3.5 hour, face-to-face sessions, delivered over consecutive weeks, and has been strategically designed to cover the three critical pillars of great management: communication, people, and ourselves.

Session 1 - Communication

Boosting understanding within teams to enhance collaboration and speak each other's language.

Delegates will learn how to...

- Improve consistency, clarity & understanding in their verbal & non-verbal communication
- Actively listen to team members, hearing their words *and* their underlying message
- Analyse communications objectively to avoid possible bias
- Ask the right questions to generate the highest-quality answers
- Receive and learn from feedback, taking action to continually adapt and improve
- Deliver valuable feedback to help individuals perform to the best of their ability

"I found it to be brilliant - I went on the training just as I became a new manager, so it was helpful in supporting me to be the best listener I could be. I was expecting it to be useful, but I was surprised and impressed by how many opportunities there were to practice each technique through simulated activities as well as the chance to share with other colleagues."

Gabi McGuinness, Senior Account Manager, We Are Futures, London

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Session 2 – People

Managing teams by leading, guiding, and empowering individuals to achieve their best.

Delegates will learn how to...

- Differentiate between management and leadership, mixing both to support teams and the business
- Build trust among the team to create a safe environment where everyone feels empowered
- Manage at task, team, and individual level as needed, to drive the best results
- Adapt and adjust communication styles to support each individual based on their needs
- Set goals for teams that push them to explore their abilities without being overwhelmed
- Delegate to promote independence, and greater freedom without micromanagement

"I think your training has been brilliant, very different to other training where I feel like I just have acronyms regurgitated at me. I'd really recommend it!"

Nicola Sutherland – Account Director, Modern B2B, Bristol

Session 3 - Managing Ourselves

Managing others in an effective way begins with knowing how we can manage ourselves.

Delegates will learn how to...

- Cope with change, to reduce disruption and maintain high levels of productivity
- Build resilience from within, tackling challenges with strength and confidence
- Get the most value out of workplace meetings, and utilise actionable insight
- Develop plans that continually push us forward on the right path
- Balance efficiency and effectiveness to work smartly and productively
- Manage time to squeeze the most possible value out of each and every opportunity

"I can comfortably say that this is EXACTLY what I was looking for to give me the push to have confidence in my work. An eye-opening course that has motivated me to use all the skills taught and improve my effectiveness."

Charlie Lord, Account Manager, Positive, London

The Confident Manager Programme runs at Node Cowork, 1 Enterprise Road, Roundswell, Barnstaple EX31 3YB in The Exmoor Room on 25th June, 2nd and 9th July 2024 from 09:00 – 12:30 each day. Spaces are limited to 12 delegates.

The cost of the programme is £395.00 per delegate with no VAT as I am not VAT registered.

To book, please contact me on 07881 023637 or at alan@alanmead.co

Please note that any bookings will only be confirmed on receipt of full payment. Any cancellation received more than 4 weeks before the first day of the course will receive a 75% refund. Any cancellation more than 2 weeks before the first day of the course will receive a 50% refund. Any cancellation 2 weeks or less before first day of the course will not receive a refund.

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