



### Overview

This program consists of 4 modules and is aimed at ensuring that coaching and personal development is embedded into working practice.

### Target Group

This program is designed for Managers and senior staff who require or prefer continuous professional development on a one to one basis.

### Objectives

By the end of this program, delegates will be able to;

- ✗ Understand the importance of knowing their personal strengths and needs
- ✗ Be confident in their role
- ✗ Deal with difficult situations effectively
- ✗ Understand the importance of building good working relationships

### Course Content

**The program can be tailored to meet your specific requirements and deal with any issues you may wish to address. To give you an idea of possible program content, we could cover the following areas for you...**

- ✗ **Module 1 – Self - Understanding**
  - Self analysis of strengths & development needs
  - Perception of Peers / Colleagues
  - Agree and validate Action Plan
- ✗ **Module 2 - Positive working relationships**
  - Roles of a Manager
  - Building good working relationships
  - Review & update Action Plan
- ✗ **Module 3 - Effective Performance Management**
  - Key principles of performance management
  - Understanding the need for good motivational and communications skills
  - Review & update Action Plan
- ✗ **Module 4 Dealing with difficult people**
  - Behavioural types
  - Principles of Communication
  - Assertive Communication
  - Conflict
  - Handling Difficult People
  - Review & update Action Plan
- ✗ **Review Day**

### Outcomes

Each delegate will be asked to write and continuously review / update a personal action plan to identify key changes to implement and skills to practice.