

## The essentials of staff management: a two-day intensive course

BDA, London | Thursday 12 and Friday 13 September 2019

### Programme

#### Day 1: Thursday 12 September 2019

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| <b>09:00</b> | <b>Registration and refreshments</b>  |
| <b>09:30</b> | <b>Welcome and introduction</b> <ul style="list-style-type: none"><li>• Objectives and methods</li></ul>  |
| <b>09:45</b> | <b>Setting the scene</b> <ul style="list-style-type: none"><li>• Our key people management challenges</li><li>• Group exercise and review</li></ul>   |
| <b>10:15</b> | <b>Overview of how to recruit and select staff</b> <ul style="list-style-type: none"><li>• The secrets to the stages of successful interviewing</li><li>• Small group work and review</li></ul> |
| <b>10:45</b> | <b>Tutor input</b>  |
| <b>11:15</b> | <b>Morning refreshment break</b>  |
| <b>11:35</b> | <b>How to interview the essential skills</b> <ul style="list-style-type: none"><li>• Introducing the hypothetical role</li><li>• Tutor input</li><li>• Practical exercises</li></ul>            |
| <b>12:30</b> | <b>Settling in a new member of staff</b> <ul style="list-style-type: none"><li>• What to do and what not to do</li></ul>  |
| <b>12:45</b> | <b>Building a winning team</b> <ul style="list-style-type: none"><li>• Introduction to team dynamics and motivation</li></ul>   |
| <b>13:10</b> | <b>Lunch</b>  |

- 13:55**      **Building a winning team – cont.**
- Tutor input and discussion
- 14:15**      **From professional to leader**
- Key techniques for managing and leading a team
  - Group work
  - Inventories
  - Case study
  - Review
- 15:25**      **Afternoon refreshment break**
- 15:45**      **Checking communication – styles and skills**
- Practical exercises and review
- 16:15**      **Team teach**
- 16:30**      **Close**

## Day 2: Friday 13 September 2019

- 09:00**      **Registration and refreshments**
- 09:30**      **An introduction to performance management and appraisal**
- Recognising the differences, developing a system and using the right skills
  - Tutor input
  - Group exercise and practical work scenario
- 11:15**      **Morning refreshment break**
- 11:35**      **Performance issues and conflict management**
- What can go wrong and what to do about it
  - Different responses
  - Skills and techniques to deal with those difficult conversations
  - Processes
  - Rehearsal
- 13:10**      **Lunch**
- 13:55**      **Working smarter not harder**
- Time management
  - Delegation
  - 101 ways to get more from your day
- 14:55**      **How to run a great team meeting**
- Ideas and practice
- 15:25**      **Afternoon refreshment break**
- 15:45**      **Putting it all together**
- Summary via mind map
  - Personal action planning
  - Stop doing
  - Continue doing
  - Start doing
  - Feedback
  - Open forum
- 16:30**      **Close**