



Learning Series

First Line Management



Learning Series

First Line Management Skills

Moving into First Line Management can be an exciting time but if left unsupported it can leave a rising star feeling vulnerable or worse, it can derail the career of a previously technically competent expert.

The Jungle First Line Management courses have been specifically designed for those people new to a management or supervisory position and who are starting out on their leadership journey. Those who hold a First Line Management position and have had no formal management training who are looking to refresh their skill set would also benefit.

Our First Line Management courses cover a wide range of topics to give new or inexperienced managers tools and techniques as well as a firm understanding of the foundations needed to begin their journey as a Manager. Along with courses on managing yourself and others, delegating and objective setting, our programmes also cover many related subject areas including: effective planning, managing change, influencing and communication skills.



Challenges facing First Line Management...

Transitioning from individual contributor to first time manager, requires a vastly different array of skills as well as a mindset shift, and is not always an easy one to make.

Those making the transition are often faced with challenges...



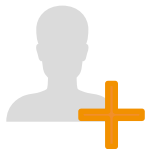
1. Managing Others

People can be unpredictable! Therefore, getting to know a new team and understanding how to get the best out of them is vital for success. Learning how to manage top performers as well as dealing with underperforming staff is an essential skill required for any Manager



2. Communication

Failure to listen, unclear and inconsistent messaging can create misunderstandings and conflict. The ability to listen as well as developing effective communication skills that span many different levels, are vital for first line managers



3. Hiring And Firing

A Manager plays an essential role in the hiring (and firing!) of their team members therefore learning how to prepare and run an effective interview (including learning to stay on the right side of employment legislation) is important



4. Time Management

Managing a team requires the ability to manage time effectively. Being able to prioritise tasks, manage change as well as delegating effectively are all skills required to achieve performance goals



5. Role Model

Managers are looked at as role models not only by their team but at all levels within the business. Meeting deadlines and delivering results are important as is increasing personal awareness to ensure that Managers understand themselves but recognise the impact they have on others



6. Relationship Management

Shifts in relationships often occur when reporting relationships change for First Line Managers as they move from co-worker to boss. Learning to build and develop relationships that span all levels is an important skill, as is the ability to be able to influence others



7. Difficult Conversations

Every manager at some point is likely to encounter a conversation with another employee that might feel difficult! Learning skills and techniques that will enable challenging conversations to be handled appropriately and confidently will help resolve conflict and improve individual job performance as well as support improved organisational effectiveness and efficiency

First Line Management Programmes...

The Jungle First Line Management courses address the challenges faced by Manager First Line Managers and Supervisors and equip them with the skills, tools and techniques to manage others.

Each course is delivered as one-day programmes and are tailored to the specific requirements of a new first line manager, making it ideal for companies or organisations who require first line management training to be delivered in-house, for a number of current or potential managers.

Who is it for?

The Jungle First Line Management courses have been specifically designed for those people new to a management or supervisory position and who are starting out on their leadership journey. Those who hold a First Line Management position and have had no formal management training who are looking to refresh their skill set would also benefit.

Our courses offer a genuine contemporary understanding of what First Line Management is all about and provides the essential skills, tools and techniques to drive individual and business success.





How to get the best out of appraisals

The appraisal sits at the heart of any approach to performance management, therefore undertaking, and getting the best out of an appraisal is a key skill not only for a manager, but also for the member of staff that is being appraised.

However, it is also recognised that, when handled badly, appraisals can turn into a confrontational meeting where the manager can have difficulty getting their point across successfully and the appraisee can become defensive and resistant to change. As a result, managers learn to loathe them and employees fear them.

This course has been designed to help managers improve the quality of performance appraisal meetings and become confident when delivering feedback. Participants will learn and develop the skills and behaviours necessary to conduct successful staff appraisals.



Professional Presentation Skills

The course will show delegates how to overcome presentation fears, and deliver with real impact. Delegates will learn to see the subject from the audience's perspective and structure content for clarity and ensure delivery is positioned effectively to keep the audience's attention. Practical exercises throughout the workshop will help delegates to make real progress and see immediate results.

Participants will develop the confidence to get the right message across and ensure that it will be remembered (for all the right reasons!).

The course also explores the impact that body language, tonality and pace has on successful presentation.

Participants will receive practical tools to help them overcome nerves through proper preparation and planning.



Effective Disciplinary & Grievance Handling

Having the knowledge and confidence to handle disciplinary and grievance issues are essential skills for anyone who has people management responsibility.

Our Disciplinary & Grievance Handling programme enables attendees to learn how to handle a grievance fairly and effectively.

The programme also covers the effective handling of disciplinary matters, breaking down the various elements of the process from informal to formal disciplinary action, right through to appeal.

The programme provides practical tools and techniques on how to approach disciplinaries and grievances in the workplace, providing attendees with the confidence to deal with the situation correctly, manage the problem effectively and diffuse the situation according to best practice.



Interview Skills

The Jungle Interviewing Skills course will help First Line Managers and Supervisors learn how to prepare for and undertake different types of interviews.

This course involves interactive role play with actors allowing practical application of the key components required when carrying out interviews.

Attendees will learn how to understand perception, impact and unconscious bias when conducting interviews, as well as recognise the role that a Manager plays during an interview. Effective communication is also vital during an interview therefore attendees will also learn what questions to ask, and what not to ask! (learning to stay on the right side of employment legislation)





Objective and Goal Setting

Objective and goal setting is a great way to get focussed, stay focussed and achieve results.

The Jungle Objective and Goal Setting course will enable attendees to understand why objectives and goals are set, it will explore tools, such as setting SMART objectives and provide practical approaches which can be used by First Line Managers when creating individual or team objectives.

The course also focuses on the role and responsibilities of goal setting as well as providing skills required for effective communication when agreeing, checking understanding and cascading objectives.

The course is highly interactive and will help managers learn how to set stretching goals that deliver improved performance.



Time Management

Everyone has the same number of hours and minutes in their day so why are some people more productive than others? It's all about managing your time effectively.

This course has been designed to help attendees recognise and eliminate distractions, identify priorities, take control, delegate effectively and hit deadlines.

As well as learning the tools to become more efficient and productive themselves, attendees will also be able to help team members maximise efficiency through prioritisation of the tasks that contribute to the delivery of key organisational priorities.

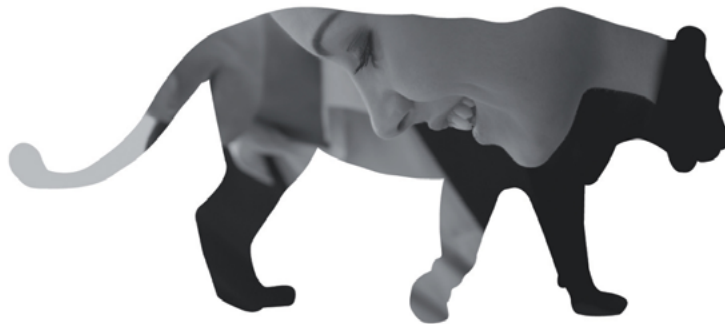


Communication skills using Insights “Discovery”

The Jungle Communications skills workshop is a highly interactive workshop focusing on improving interpersonal communication, thereby improving organisational efficiency and effectiveness.

Through the workshop participants will understand their own preferred communication style and learn to recognise how their communication style is perceived by others including how to avoid misunderstanding or conflict.

Participants will leave with their own Insights Discovery Foundation Chapter Profile that will help them to develop a more flexible communication style that will enable them to connect and engage with people with different personality types.



Why Jungle?

Jungle is a national award winning, HR and strategic business consultancy.

We have proven experience of working with teams at all levels from c-suite executives through to first line managers with the focus being on upskilling capability and enabling individuals to reach their full potential whilst improving business performance.

We pride ourselves on delivering learning experience that enables delegates to not only leave our workshops having acquired new skills which they can immediately put into practice back in the workplace, but also having had the opportunity to receive support through the workshop to improve their management/leadership style.

What Next?

To find out more about our Business Partnering Skills Programme or to discuss some of our other Personal Effectiveness programmes: Presentation Skills, Effective Communication, Leading in times of Change, Emotional Intelligence Master class, Creative Thinking, **please contact a member of our team:**

Email: Samantha@junglehr.com

Or call us on **01952 301302** or **07970 778874**

