Continual staff training is important to all companies, so we have been working with Genesis Training for the last few years to offer relevant and affordable training courses.

**Introduction to Management | full day**  
Tue, 12th July / Thu, 10th Nov / Thu, 24th Nov

**Appraisal Skills | full day**  
Tue, 8th Nov / Tue, 6th Dec

**Assertiveness and Interpersonal Skills | full day**  
Thu, 21st July / Tue, 4th Oct / Tue, 15th Nov

**Motivating and Managing your Team | full day**  
Wed, 20th July / Wed, 17th Aug / Thu, 17th Nov

**Handling Difficult People | full day**  
Wed, 27th July / Thu, 6th Oct / Tue, 22nd Nov

**From Management to Leadership | full day**  
Tue, 19th July / Thu, 1st Sep / Tue, 11th Oct

**Full Day Course £175+VAT | Half day Course £85+VAT**

For further information and to book, contact the conference team at Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534
Introduction to Management

Description
This workshop looks at the essential skills and attitudes that an individual new to management will need to master in order to achieve their objectives with and through the efforts of other people. The course is designed for those people new to management and a useful refresher for more experienced managers.

What they will learn
Skills and attributes of management
Situational leadership
Their current strengths and areas for development
How to delegate effectively
How to give positive and negative feedback

What are the essentials of management?
What is management?
Skills and attributes of the ‘ideal’ manager

Leadership
Leadership and Management
Situational leadership

What is delegation?
Why delegate? - Benefits
How to delegate effectively

Giving feedback
Five needs of your team members
How to balance the negative with the positive

Feedback and review

For further information and to book, contact the conference team at Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534
Appraising staff is an important function for any line manager. Conducting effective appraisals can be daunting for anyone whether they have little or no experience or years of experience.

This workshop is designed for managers, team leaders and specialists who are required to conduct performance appraisal interviews with their staff. It identifies the place and purpose of the appraisal interview in a wider management development context. It then develops the interview structure to provide a framework for a practical review of performance that encourages an open approach to performance improvement by covering the following areas:

What is an appraisal?

Good and bad experiences of appraisals.

The appraisal cycle – planning, preparing and carrying out the appraisal.

Setting SMART objectives and where to find objectives.

Dealing with under performers.

Coaching techniques.

Giving constructive feedback.

Putting it into practice.

After the meeting - what happens next?
Assertiveness is about being able to express yourself with confidence, without having to resort to passive, aggressive or manipulative behaviour. It involves greater self-awareness; getting to know, like, and be in charge of the real ‘you’. This course is designed for people of all levels who wish to improve their overall effectiveness by behaving in a more positive and confident manner.

What they will learn
- How to recognise own and other behaviour patterns
- The impact of self belief
- How body language affects behaviour
- Application of new techniques

What is Assertiveness?
- Define assertive behaviour
- Automatic reactions to situations
- My own behaviour patterns

Barriers to Assertiveness
- Limiting beliefs
- Self image and self talk

Assertive Communication
- Body language – making it work
- The rights of others
- Asking for what you want
- Power words
- How to say no

Planning for Realistic Changes
- Feedback and review
- What have you learned?
Motivating and Managing your Team

Description
This workshop is designed for managers and supervisors to help them understand their role in leading and motivating people to develop a successful team. It provides an insight into motivation theory and practice and identifies team roles and team dynamics and how these factors can be successfully managed to achieve the best results.

What they will learn
Motivation theory and how it can be applied.
Their roles and responsibilities within the team and team dynamics.
How to achieve results through people.

The cycle of Motivation
What motivates you and what might motivate your team members.
Motivation theory and how to apply it.

Teams
How do they evolve.
Characteristics of good Teams.
Where is your Team now?
Stages of Team Development.

The Role of the Team Leader in a Team
Your responsibilities.
The expectations of your Team.
Your preferred Team role and how that impacts the Team.

Non-performing Teams
Identifying the issues.
Team dynamics.
Effective communication.

Feedback and Review

For further information and to book, contact the conference team at Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534
Description
Conflict is a part of every day life and is often viewed as negative. This workshop aims to help delegates understand the causes of conflict and the impact of their own and others' behaviour in difficult situations. This course is designed for anyone who needs to deal with difficult people or situations and is very interactive.

What you will learn
- How our own behaviour and that of others affects people around us
- How differently people communicate and how this can cause conflict
- How to find common ground
- Techniques for understanding and dealing with difficult situations
- Understanding our own and others' behaviours
  - Demonstrate that people have different 'maps' of the world
  - Show how information can be misinterpreted
  - Demonstrate the impact of misinterpretation on rapport and the ability to negotiate

What is Conflict?
- Define conflict
- Identify the main phases of conflict
- Enable participants to describe the typical behaviours that are used when conflict is not constructively managed

Transactional Analysis
- Provide participants with a way of understanding behaviour and improving communication

Facing up to challenges
- Provide participants with the opportunity to practice responding assertively to a range of situations

Feedback and Review

For further information and to book, contact the conference team at Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534
In today’s ever changing climate it is important that organisations employ middle managers who have strong influencing and engagement skills to ensure that their team achieve their highest levels of performance and results. This workshop will help you to meet these vital requirements by helping you to focus your skills to become more effective at building networks and alliances, leading teams through various types of change. This workshop is aimed at junior managers aspiring towards middle management and middle managers who want to fulfil their management roles effectively and improve their performance, their teams and the performance of their organisation.

This Workshop will provide you with the tool kit you need to manage:

**Effective Leadership Styles**
- Theory of leadership
- The use of situational leadership

**Managing Effective Performance to aid Improvement**
- Gathering the evidence
- How to gain agreement on areas for improvement
- Performance improvement plans

**Deal with Conflict & Difficult Employees**
- The nature of conflict
- 5 conflict management approaches

For further information and to book, contact the conference team at Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534
Personal & Professional Development Training (please tick your chosen workshops)

- **Introduction to Management | full day**
  - Tue, 12th July
  - Thu, 10th Nov
  - Thu, 24th Nov

- **Appraisal Skills | full day**
  - Tue, 8th Nov
  - Tue, 6th Dec

- **Assertiveness and Interpersonal Skills | full day**
  - Thu, 21st July
  - Tue, 4th Oct
  - Tue, 15th Nov

- **Motivating and Managing your Team | full day**
  - Wed, 20th July
  - Wed, 17th Aug
  - Thu, 17th Nov

- **Handling Difficult People | full day**
  - Wed, 27th July
  - Thu, 6th Oct
  - Tue, 22nd Nov

- **From Management to Leadership | full day**
  - Tue, 19th July
  - Thu, 1st Sep
  - Tue, 11th Oct

Attendees: ..........................................................................................................................................................................................

Booker: ..................................................................................................................................................................................................

Organisation: .......................................................... Job Title: ..................................................................................................................................

Telephone: ........................................................................................................ E-mail: ...................................................................................................

Full Day Course £175+VAT | Half day Course £85+VAT
Invoice and full T&Cs will be provided at time of registration.

For further information, contact the conference team at
Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534
Corpus Christi Training Courses 2022

Booking Confirmation

Attendee:
Organisation:
Date/Course:

Workshop Timings:
09:15 - 09:30 Arrival Tea/Coffee
09:30 - 11:00 Session 1
11:00 - 11:15 Morning Break
11:15 - 12:45 Session 2
12:45 - 13:30 Lunch (included)
13:30 - 15:00 Session 3
15:00 - 15:15 Afternoon Break
15:15 - 16:30 Final Session and Conclusion

When arriving at Corpus Christi College, the Porters will be able to direct you to the Harley-Mason Room; signs will also be placed around college to help guide you.

For further information on how to get to Corpus Christi, please check our website: www.corpus.cam.ac.uk/conferences/how-to-find-us.

The payment of £175+VAT will be invoiced shortly. One hundred per cent cancellation fees will apply from 28 days prior to the workshop. Maximum course size is 12 attendees, with a minimum of 6. In the unlikely event that we cannot hold a course, we will offer an alternative date/course or a refund.

For further information, contact Anne Blyth, Sales & Events Manager
Corpus Christi College: conferences@corpus.cam.ac.uk | 01223 766534