



# Corpus Christi Training Courses 2023

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**

Wed, 22nd March | Thu, 26th October

### **Assertiveness and Interpersonal Skills | full day**

Tue, 14th March | Wed, 25th October

### **Motivating and Managing your Team | full day**

Thu, 9th March | Tue, 24th October

### **Handling Difficult People | full day**

Tue, 7th March | Thu, 19th October

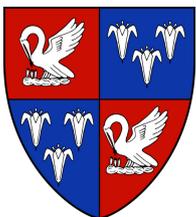
### **From Management to Leadership | full day**

Thu, 2nd March | Thu, 12th October

### **Appraisal Skills | full day**

Tue, 28th February | Wed, 11th October

**Full Day Course £179+VAT**



For further information and to book, contact the conference team at Corpus Christi College: [conferences@corpus.cam.ac.uk](mailto:conferences@corpus.cam.ac.uk) | 01223 766534



## Corpus Christi Training Courses 2023

### 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

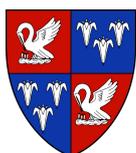
#### What is delegation?

- 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





## Corpus Christi Training Courses 2023

### Appraisal Skills

#### Description

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?**





## Corpus Christi Training Courses 2023

### Assertiveness and Interpersonal Skills

#### Description

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

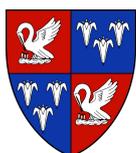
- Limiting beliefs
- Self image and self talk

#### 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?





## Corpus Christi Training Courses 2023

### 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.

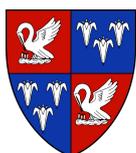
#### The Role of the Team Leader in a Team

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



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## Corpus Christi Training Courses 2023

### **Handling Difficult People and Situations**

**“How to Understand Different Perspectives”**

#### **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

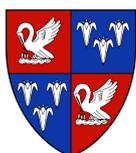
#### **Transactional Analysis**

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**



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## Corpus Christi Training Courses 2023

### From Management to Leadership

#### Description

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**

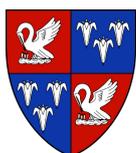
Theory of leadership  
The use of situational leadership

#### **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



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# Personal & Professional Development Training



## Corpus Christi Training Courses 2023

### Booking Form

**Personal & Professional Development Training (please circle your chosen workshops)**

**Introduction to Management | full day**  
Wed, 22nd March | Thu, 26th October

**Assertiveness and Interpersonal Skills | full day**  
Tue, 14th March | Wed, 25th October

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**Appraisal Skills | full day**  
Tue, 28th February | Wed, 11th October

Attendees:.....

Booker:.....

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

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

**Full Day Course £179+VAT**  
**Invoice and full T&Cs will be provided at time of registration.**



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