Continual staff training is important to all companies, so we are working with Valued Learning to offer contextual and operationally focused training courses.

**Introduction to Management | full day**
Tue, 10th September

**Appraisal Skills | full day**
Wed, 11th September

**Assertiveness and Interpersonal Skills | full day**
Mon, 16th September

**Handling Difficult People | full day**
Wed, 18th September

**Motivating and Managing your Team | full day**
Tue, 24th September

**From Management to Leadership | full day**
Thu, 26th September

**Full Day Course £185+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

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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?

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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?
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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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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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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