

Personal & Professional Development Training



Corpus Christi Training Courses 2024

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

Personal & Professional Development Training



Corpus Christi Training Courses 2024

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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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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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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