

Management and Leadership Masterclass

Tuesday 2nd April 2019, UKLA House, Chesham. HP5 1SD

The role of the manager and leader within an organisation is a complex and challenging one. As well as meeting their own objectives, the modern manager and leader is expected to achieve more through others, often with fewer resources and increased time pressures, all set against a constantly changing environment.

This interactive and activity-based seminar will explore the differences between a manager and a leader, investigate the expectations of people and organisations in the role, how managers and leaders can manage more effectively and deliver more for themselves, more for their teams and more for their organisation.

This course is ideal for those working in a management and leadership role with responsibility for managing people, resources, products and/or customer accounts. This may also be of interest to new managers and those looking to take their first step in their management career and Senior Managers looking to refresh their knowledge and skills of effective management practice.

For UKLA members the course charge will be £295 (+vat) per person. Non-members are welcome to attend at a cost of £395 (+vat) per person. All delegates will receive a certificate of attendance.

The venue is UKLA House, Chess Business Park, Moor Road, Chesham. Bucks. HP5 1SD.

To book your places please email: secretariat@ukla.org.uk by Thursday 28th February 2019.

Your course leader will be: Simon Hares



Simon Hares is a freelance training and management development consultant with over 20 years' experience of working with clients to develop individual and team performance. His clients include Future Publishing, NHS Future, EMAP, Fitness First, Mediaclash and BIMN.

UKLA Professional Development Series I

Agenda

Management and Leadership Masterclass

- 09:00 Registration
- 09:30 Introductions and housekeeping
- 09:40 **The role of a Manager and the role of a Leader**
The role purpose, how managers differ from leaders, managing your company expectations, managing in a changing business landscape.
- 10:00 **Achieving more through others; colleagues, team, customers and other managers.**
Prioritising, resourcing, planning and setting objectives. Managing people, resources, products and/or customer accounts.
- 11.00 Break
- 11.15 **What to do when things go right, and what to do when things go wrong**
Monitoring and managing performance, Identifying performance gaps, managing contingencies, addressing performance issues, having difficult conversations.
- 12.00 **The Manager and Leader's Toolkit - Introduction**
- 12:30 Lunch
- 13:30 **The Manager and Leader's Toolkit – putting it into action**
- 14:45 Break
- 15:00 Syndicate Session continued
- 15:45 Final Discussion and Feedback
- 16:00 Close