



# World Class Manager

*Critical Skills | 12 Module Overview*

# 02

IN ASSOCIATION WITH



# ***“WCM2 is a significant addition to the WCM programme”***

WCM2's 12 modules contain key 'soft' and 'hard' skills critical for all managers to master – from coaching to delegating, from managing change to managing conflict and many other key competency areas in between.

As with WCM 1, its flexible, easy to use format will allow users to quickly gain key insights and its suggested practical actions will allow them to implement their learning and to see its impact immediately.

WCM2 will significantly improve a manager's competence levels and will help them transition from managing to truly leading.

## Module 01



### Using The Power of Emotional Intelligence to Lead

Emotionally aware leaders are better able to get the best from themselves and their people. Studies have shown that there are strong correlations between people in senior positions and their levels of Emotional Intelligence. This module will give more understanding on how managers can use EI to better manage themselves and others and how to lead more effectively.

#### Key areas covered:

- 1 How to build awareness of our own emotions and those of others
- 2 Managing emotions - self-regulation in pressured situations
- 3 The power of empathy

## Module 02



### Leader As Coach

In many leading organisations, coaching is now seen as a key competence for any successful manager. It can have huge impacts on the team and individual performance and motivation. A recent study found that effective coaching improved performance by up to 21%.

In this module you will learn how coaching can help drive performance, maintain motivation and develop people.

#### We cover the following key areas:

- 1 How to create a great coaching relationship
- 2 A model for effective coaching
- 3 How to build a learning and improvement culture in your team

## Module 03



### Feedback Skills

The ability to give and receive effective feedback has to be a key component of every manager's toolkit. Aligned with coaching, it has a major impact on motivation, development, people engagement, driving the right behaviours and performance, yet it is remarkable how many managers avoid this vital part of their team communication.

#### This module will show you:

- 1 How to give and receive feedback effectively
- 2 Best in class feedback models and their benefits
- 3 How to make feedback part of your ongoing dialogue with your team members, as well as understanding the impact of a no feedback culture

## Module 04



### Delegation & Empowerment

Modern approaches to leadership have moved away from command and control to delegation and empowerment. Managers need to learn to lead through others. The benefits for all are huge: team members have an opportunity to grow and develop, managers gain precious time to focus on high value activity and the organisation benefits from both.

#### In this module, we cover:

- 1 Understanding what to delegate, to whom and why
- 2 Best practice delegation techniques
- 3 Delegation 'no no's!!'

## Module 05

### The Art of Influencing



One size doesn't fit all. A modern manager needs to be able to engage and influence a multitude of different stakeholders to be effective. This module looks at understanding different approaches to influencing and stakeholder engagement and the importance of being able to flex our style to seek win:win:win outcomes.

#### Key areas:

- 1 Different Styles: my style, their style
- 2 Flexing my style - 10 different influencing approaches
- 3 Aiming for a Win:Win:Win Model of influencing

## Module 06

### Manager or Leader?



What is the difference between managing and leading? Does the modern leader/manager need to be able to do both effectively? How do you make the shifts from manager to leader?

#### Key areas covered:

- 1 The shift in thinking
- 2 The shift in doing
- 3 The shift in communicating

## Module 07

### Managing Conflict



Conflict is a part of organisational life. Everyone has different attitudes and approaches to dealing with it. Conflict is situational and requires a flexible approach.

#### This module will cover:

- 1 User friendly model - Thomas Kilman Model and its application
- 2 Understanding our own approach to conflict resolution and that of others
- 3 Balancing the mutuality of needs

## Module 08

### Difficult Conversations



Difficult conversations are never easy, but they can be made easier if certain key principles are followed. Outcomes can be more effective and relationships can be better maintained.

#### We will cover:

- 1 How to prepare for a difficult conversation
- 2 How to manage a difficult conversation and make it a constructive experience
- 3 How to execute and manage any challenging emotions in the conversation

## Module 09

### Employee Engagement



Studies from London Business School to the UK Governments 'Engage4Success' have demonstrated the clear link between improved employee engagement, improved customer feedback and improved commercial performance. Managers play the most important role in this entire value chain.

#### Key areas:

- 1 Understanding what world class engagement is (and isn't)
- 2 How to best engage your team
- 3 How to help your team boost overall organisational engagement

## Module 10

### Managing Change



It is almost a cliché now to say 'Change is the new constant', but it is true. Every organisation seems to be going through regular change and the ability of managers to manage themselves and their people through these changes will correlate hugely with performance and motivation. In this module, we will cover how to lead team members effectively through change – large and small, practical and emotional.

#### This module will cover:

- 1 Managing yourself through change
- 2 Leading your team members through change
- 3 Best practice in communicating through change

## Module 11

### Resilience & Well Being



There is no hiding the fact that today's managers are under enormous time and workload pressures. Being resilient has become a key ability for manager's own well-being and that of the people they manage.

#### Key areas:

- 1 Techniques to develop resilience
- 2 Importance of positive outlook, perspective, and managing self-talk
- 3 Helping your team become more resilient and managing their well being

## Module 12

### Being the CEO



CEOs have a unique view of the organisation as a whole. Many CEOs are frustrated that others don't share their view, especially their managers. Winning organisations are able to align the views of CEOs and managers.

#### Key areas:

- 1 What the CEO sees/wants
- 2 Your role as the CEO's key ally
- 3 Developing your own board



WORLD CLASS  
MANAGER



# World Class Manager™

*Informing, Developing, Engaging & Aligning managers.* **FAST**

**BUILT TO CREATE VALUE | BUILT FOR THE 21ST CENTURY | BUILT TO CREATE GREAT LEADERS AND MANAGERS**

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