

COURSE TITLE:

GOOD TO GREAT

DESIGNED FOR: Single site line managers including GM, Head Chef and anyone in hospitality who has responsibility for long term team performance.

ATTENDED BY: GM and heading to GM. Head chef and heading to head chef. Founders who want to consolidate their team leadership skills. Specialist functions including marketing, IT and reservations.

£945 +VAT

4 DAYS

WHAT IS IT?

Good to Great will introduce you to the key principles and skills required to take on your first line management responsibility.

- Managing performance through skillful feedback
- Coaching
- Delegating responsibility and
- Spoken communication skills for running effective meetings

HOW IT WORKS

The programme runs four days over four consecutive weeks. A programme runs every calendar month except December. Group sizes vary from 8 to 20 allowing for plenty of opportunity to work in small subgroups with colleagues who face the same challenges in different contexts.

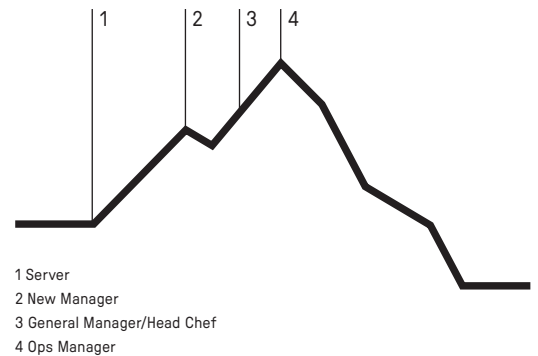
LEARNING OUTCOMES

On completion of the programme, participants will:

- Better understand thinking styles via The Herrmann Brain Dominance Inventory (HBDI).
- Manage situationally. To be able to respond skillfully to the 6 development situations that you encounter as your people find their place in your team.
- Manage the climate of your business via a greater understanding of the five key climate variables.
- Coach others skillfully through effective goal setting, rapport, active listening, and effective use of coaching conversational frameworks.
- Have been introduced to a wide range of management tools for immediate use.

ABOUT WATERSHED

We think some 'step-ups' in hospitality management are steeper than others – those where you have to change the way you work, not just how you work. That's why we've curated courses and programmes designed to support bar & restaurant managers exactly when they need it most.

**1-2 MANAGING YOUR FRIENDS**

For team members stepping up for the first time. Because being a "friend" one day and a "manager" the next is a really hard balance to strike.

2-3 GOOD TO GREAT

For those new to line management. Because managing a team to deliver long term results requires a manager who can create a high performing culture, delegate, coach and give feedback skillfully.

2-3 BUILDING STRONG BRIGADES

For chefs taking charge of the brigade for the first time. Because managing people isn't like following the spec sheet.

3-4 MOVING INTO MULTISITE

For those responsible for more than one location. Because not being the "doer" at the coal face of the business anymore is unnerving.

We bring talented leaders and potential leaders from mixed independent hospitality businesses together to enable authentic learning in an informal and responsive environment.

Our style is not an "expert" opinion delivered by a trainer but a truly collaborative approach to the day that encourages sharing of best practice, buy-in and practical application. It's an approach with proven lasting impact on participants, their teams and their organisations.