

## COURSE TITLE:

## MANAGING YOUR FRIENDS: FINDING YOUR VOICE

**DESIGNED FOR:** Anyone in hospitality new to management.

**ATTENDED BY:** Floor supervisors, kitchen supervisors, senior sous, assistant managers, AGMs specialist functions, founders moving from a different sector.

£90.00 +VAT  
1/2 DAY

### WHAT IS IT?

We have a tendency to think everything we say or direction we give lands perfectly all the time. The reality is quite different – our intention is often very different from our actual impact. New managers will often find themselves over-communicating, (talking a lot and give out a lot of instructions) or under-communicating (being vague).

### HOW IT WORKS

We've researched and curated four sessions across the four key traits we believe make up the best shift leaders: *Owning Your Leadership Style*, *Handling Challenging Conversations*, *The Culture I Create* and this workshop *Finding Your Voice*.

These sessions have been designed to stand alone and can be booked as and when you think they suit the new managers in your business and their personal development areas.

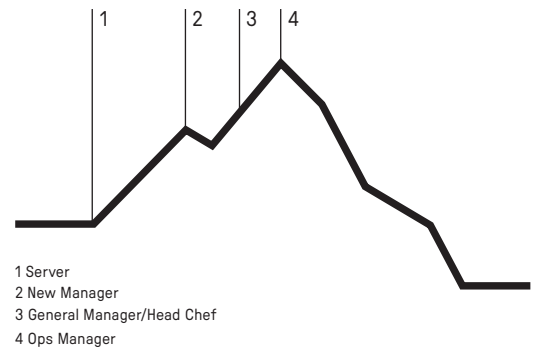
### LEARNING OUTCOMES

On completion of the workshop participants will:

- Have encountered a range of structures for simplifying communications without losing speaker authenticity.
- Understand and have practiced the power of 'less is more' in spoken communication.
- Understand and have practiced through exercises the power of rapport in everyday communications and the importance of being specific not vague.
- Encountered some practical tips for group communications from running a shift briefing to full-on leadership speeches.

### 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 skilfully.

### 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.