

COURSE TITLE:

MANAGING YOUR FRIENDS: HANDLING CHALLENGING CONVERSATIONS

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?

Tools to help with finding the strength to:

- Handle the inevitable issues and challenges that are going to come your way. Managing a transient workforce made up of many different personalities.
- Come up with a plan and deliver on it.

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*, *Finding Your Voice*, *The Culture I Create* and this workshop *Handling Challenging Conversations*.

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.

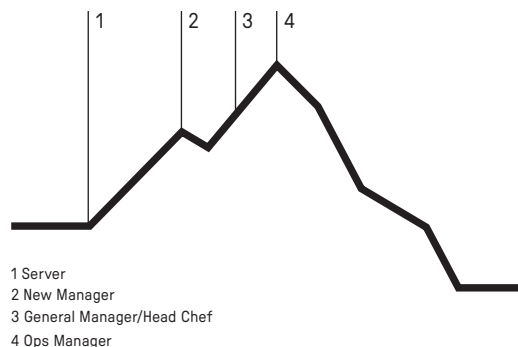
LEARNING OUTCOMES

On completion of the workshop participants will have encountered a range of tools and structures which are known to lift performance:

- Feedback & criticism – understanding the detail and the difference.
- Introduction to “Live” on shift, feedback techniques. A simple process for seeing issues from four perspectives.
- Asking for what you want and saying no – what makes this difficult for some of us – and an introduction to a recommended framework.
- An adult-adult protocol for tricky conversations.

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.