

## COURSE TITLE:

## MANAGING YOUR FRIENDS: THE CULTURE I CREATE

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

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

£90.00 +VAT  
1/2 DAY

### WHAT IS IT?

*The Culture I Create* is about understanding your impact as a leader, how your style affects your team's performance on the shift and the idea that the environment you create will always have the greatest impact on team performance.

### 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*, *Finding Your Voice* and this workshop *The Culture I Create*.

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.

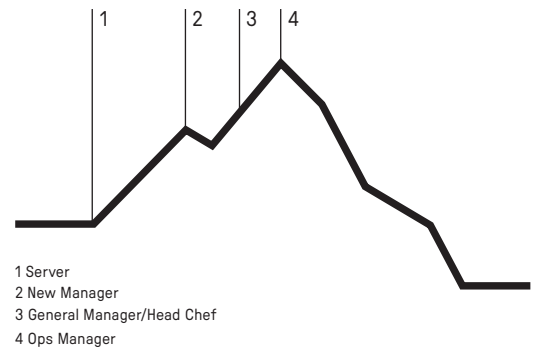
### LEARNING OUTCOMES

On completion of the workshop participants will:

- Have a clear idea of how different leadership approaches quickly create a working climate on the shift – the idea that teams respond quickly to the style of the manager.
- Have had an opportunity to deep dive into the three most prevalent cultures created by new managers – Social & Emotional, Command & Control and Achievement Led – we examine all three allowing participants to recognise each and to understand the limitations of the first two and the benefits of the third.

### 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.