

## BOOKINGS

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## DISCUSS

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## ATTENDED BY:

- GM and heading to GM.
- Head Chef and heading to Head Chef.
- Founders moving from a different sector.
- Specialist functions including marketing, IT and reservations.

## PROGRAMME PROSPECTUS

# GOOD TO GREAT

A LEADERSHIP PROGRAMME  
FOR EXPERIENCED BAR & RESTAURANT  
MANAGERS AND CHEFS  
£895.00 +VAT



### WHAT IS IT?

Becoming a GM is a big step up. As a shift leader you lead by being there, by showing, by demonstrating the skills you expect from others, by living the team values. As a GM your job is to build and sustain teams. This involves a shift of mind. You can't 'make' people be team players but you can create conditions in which people perform as a team. Good to Great is built around the core idea of how

to create a climate of team performance in the fast-paced world of bars and restaurants

### HOW IT WORKS

The programme is scheduled over five days each scheduled over five consecutive weeks in London and over five days scheduled over three consecutive weeks in Glasgow, Manchester and Bristol.

## COURSE OUTLINE

### Day 1 – Whole Brain Thinking

Day 1 of the programme acts both as an introductory session (encountering others' experiences of leadership – most valuable) with a workshop on thinking styles. The working climate that you create will flow from your thinking style. Via the Herrmann Brain Dominance Instrument, we explore the four different thinking preferences in human beings, and how yours can impact the people in your team. Note that the Herrmann is not Insights – a behavioural predictor which can often predict behaviour inaccurately.

### Day 2 - The Manager as Coach

At the centre of any team is development. Development depends on skilful feedback, delegation and coaching. On day 2 of the programme participants get to experience the skills, tools and conversational frameworks that coaches use.

### Days 3 & 4 - The Climate Lab

How people behave in groups is complex, and most leaders know much less about getting the best out of teams than they do about managing individuals. Over days 3 and 4 we introduce the fundamental idea that leadership exists to create a positive working climate which in turn affects motivation and performance

People in organisations frequently describe a type of weather system that directly affects how they behave. Unlike culture which runs deeper in organisations, climate is measurable and more manageable.

On this 2-day module we explore the 5 fundamentals of a performance climate

- Creating purpose through clear challenging goals
- Keeping standards high through skilled communication
- Pride in good performance through skilful feedback & review
- Sharing responsibility – making the most of the talent in the team through skilful delegation
- Teamwork as a defining strength

### Day 5: How leading others begins with leading ourselves

#### Morning session

To get the best from others we must get the best from ourselves. From the deeper stuff - how beliefs that have driven us all our lives can sometimes slip to become our limiters, to the very practical – the assumptions that slip into our thinking when we look at a list.

#### Afternoon session

Presentation of action plans  
Course celebration

## LEARNING OUTCOMES

### Participants will...

- Gain a deep understanding of how their unique thinking style affects their communication, leadership and management approach
- Have developed strategies for reigniting thinking styles that they may be under-using
- Have engaged with the five core skills of taking a coaching approach to leadership: building trust, listening at 3 levels, punctuating development conversations through signposts and summaries, asking powerful questions and setting goals
- Understand and will have had a number of opportunities to practice coaching frameworks
- Encountered and have brought to life the five critical components of a powerful team climate
- Have been introduced to approximately 15 practical authentic management tools in support of the above
- Consolidated their learning into a detailed action plan which they will present to their coach on day five.

## Glasgow

### April / May programme

Tuesday 8<sup>th</sup> April  
Wednesday 9<sup>th</sup> April  
Tuesday 22<sup>nd</sup> April  
Wednesday 23<sup>rd</sup> April  
Wednesday 7<sup>th</sup> May

### October / November programme

Wednesday 22<sup>nd</sup> October  
Thursday 23<sup>rd</sup> October  
Wednesday 5<sup>th</sup> November  
Thursday 6<sup>th</sup> November  
Thursday 20<sup>th</sup> November

## Bristol

### February / March programme

Wednesday 26<sup>th</sup> February  
Thursday 27<sup>th</sup> February  
Wednesday 12<sup>th</sup> March  
Thursday 13<sup>th</sup> March  
Thursday 27<sup>th</sup> March

### September / October programme

Tuesday 2<sup>nd</sup> September  
Wednesday 3<sup>rd</sup> September  
Tuesday 16<sup>th</sup> September  
Wednesday 17<sup>th</sup> September  
Wednesday 1<sup>st</sup> October

## Manchester

### January / February programme

Tuesday 14<sup>th</sup> January  
Wednesday 15<sup>th</sup> January  
Tuesday 28<sup>th</sup> January  
Wednesday 29<sup>th</sup> January  
Tuesday 18<sup>th</sup> February

### June / July programme

Tuesday 17<sup>th</sup> June  
Wednesday 18<sup>th</sup> June  
Wednesday 2<sup>nd</sup> July  
Thursday 3<sup>rd</sup> July  
Wednesday 16<sup>th</sup> July

## London

### January 2025 Programme

Day 1: Thursday 9 January  
Day 2: Thursday 16 January  
Day 3: Thursday 23 January  
Day 4: Thursday 30 January  
Day 5: Thursday 6 February

### March 2025 Programme

Day 1: Tuesday 4 March  
Day 2: Tuesday 11 March  
Day 3: Tuesday 18 March  
Day 4: Tuesday 25 March  
Day 5: Tuesday 1 April

### May 2025 Programme

Day 1: Tuesday 6 May  
Day 2: Tuesday 13 May  
Day 3: Tuesday 20 May  
Day 4: Tuesday 27 May  
Day 5: Tuesday 3 June

### July 2025 Programme

Day 1: Tuesday 1 July  
Day 2: Tuesday 8 July  
Day 3: Tuesday 15 July  
Day 4: Tuesday 22 July  
Day 5: Tuesday 29 July

### September 2025 Programme

Day 1: Thursday 4<sup>th</sup> September  
Day 2: Thursday 11<sup>th</sup> September  
Day 3: Thursday 18<sup>th</sup> September  
Day 4: Thursday 25<sup>th</sup> September  
Day 5: Thursday 2<sup>nd</sup> October

### October 2025 Programme

Day 1: Tuesday 28<sup>th</sup> October  
Day 2: Tuesday 4<sup>th</sup> November  
Day 3: Tuesday 11<sup>th</sup> November  
Day 4: Tuesday 18<sup>th</sup> November  
Day 5: Tuesday 25<sup>th</sup> November

Good to Great is available in Glasgow, Bristol and Manchester as standalone workshops  
– contact [helen@thewatershedgroup.co.uk](mailto:helen@thewatershedgroup.co.uk) for info