BOOKINGS

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DISCUSS

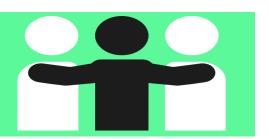
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ATTENDED BY: Anyone in hospitality moving into management. Floor supervisors, kitchen supervisors, chefs and head chefs, AGMs, assistant managers specialist functions, founders moving from a different sector.

COURSE PROSPECTUS

MANAGING YOUR FRIENDS

4 STANDALONE HALF-DAY WORKSHOPS £95.00 EACH



We've researched and curated four sessions across the four key traits we believe make up the best shift leaders:

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.

OWNING YOUR LEADERSHIP STYLE



What is it - Team members want authentic and consistent leaders, not a 'job-description-on-legs'. A workshop not designed to change your style, but to help you discover, understand and harness the one you already have.

Learning outcomes

- Have a greater understanding of how self-knowledge, selfmanagement and understanding others are the 'must have' building blocks for leading others
- Understand at greater depth how your biography impacts on your leadership style more often than not, without you realising it.
- Have a clear idea of your thinking style- how much mental energy you are using when you're in one of four thinking modes: creative, logical, structured and humanistic.
- Have encountered and practiced a simple coaching framework.

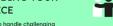
12pm - 4pm

London

Thursday 27 February Thursday 22 May Thursday 4 September Thursday 13 November

Manchester – Wednesday 14 May Bristol – Tuesday 10 June Glasgow – Thursday 19 June

FINDING YOUR VOICE



What is it - Being one of the team today and then the person in charge tomorrow isa challenge for lots of new managers. A workshop filled with tools for giving 'live' feedback so you can deliver standards without starting a fight.

Learning outcomes

- Feedback & criticism understanding the detail of the difference.
- Introduction to "Live" on shift, feedback techniques how to keep standards and manage performance without it feeling personal.
- Experience the meta mirror 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.
- Handling 'Fierce conversations'

12pm - 4pm

London

Thursday 27 March Thursday 5 June Thursday 25 September Thursday 27 November

Manchester – Thursday 26 June Glasgow – Thursday 17 July Bristol – Wednesday 30th July

THE CULTURE I



How to create that exceptional teamwork vibe on the shift.

What is it - New managers tend go one of two ways: (1) 'The matey manager' (Social & Emotional), or (2) 'I'm the boss now' (Command & Control). We conduct a full autopsy on both climates and explore a third way....

Learning outcomes

- 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.

12pm - 4pm

London

Thursday 6 February Thursday 1 May Thursday 24 July Thursday 30 October

Manchester – Wednesday 2 April Bristol – Thursday 24 April Glasgow – Thursday 8 May

SHIFT BRIEFS THAT STICK



How to find the sweet spot between giving too much information and not enough.

What is it - Design, plan and record your own podcast - a practical day understanding the power of knowing what your message (really) is, understanding your audience, creating a brief and delivering on a plan.

Learning outcomes

- Encounter a range of structures for simplifying communications without losing speaker authenticity.
- Understand and practice the power of 'less is more' in spoken communication.
- Understand and practice 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.

12pm – 4pm

London

Thursday 16 January Thursday 10 April Thursday 3 July Thursday 9 October

Manchester – Wednesday 5 March Glasgow – Thursday 13 March Bristol – Thursday 20 March



DEVELOPING HOSPITALITY LEADERS