

## 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

How leadership styles will differ and understanding the evolution of your own.



**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, self-management 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

How to handle challenging conversations.



**What is it -** Being one of the team today and then the person in charge tomorrow is a 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 30<sup>th</sup> July

### THE CULTURE I CREATE

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