

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 Psychometric 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 flip 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, asking powerful questions and setting goals
- Understand and will have had a number of opportunities to practice helpful coaching frameworks
- Encountered and 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 8th April
Wednesday 9th April
Tuesday 22nd April
Wednesday 23rd April
Wednesday 7th May

October / November programme

Wednesday 22nd October
Thursday 23rd October
Wednesday 5th November
Thursday 6th November
Thursday 20th November

Bristol

April / May programme

Wednesday 2nd April
Thursday 3rd April
Wednesday 16th April
Thursday 17th April
Thursday 8th May

September / October programme

Tuesday 2nd September
Wednesday 3rd September
Tuesday 16th September
Wednesday 17th September
Wednesday 1st October

Manchester

January / February programme

Tuesday 28th January
Wednesday 29th January
Wednesday 19th February
Thursday 20th February
Thursday 6th March

June / July programme

Tuesday 17th June
Wednesday 18th June
Wednesday 2nd July
Thursday 3rd July
Wednesday 16th 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 4th September
Day 2: Thursday 11th September
Day 3: Thursday 18th September
Day 4: Thursday 25th September
Day 5: Thursday 2nd October

October 2025 Programme

Day 1: Tuesday 28th October
Day 2: Tuesday 4th November
Day 3: Tuesday 11th November
Day 4: Tuesday 18th November
Day 5: Tuesday 25th November



DEVELOPING HOSPITALITY LEADERS