



LEADING TEAMS TRAINING.

PRACTICAL TRAINING FOR MANAGERS & SUPERVISORS.

Managers are usually in their roles because they are an asset to the business, but too often they don't get much guidance on how to lead their team.

Managers who understand how to get the best out of their teams and confidently take care of problems before they escalate, are an even greater asset.

If you've ever struggled to source really practical training for managers and supervisors, these two hour sessions focusing on the issues managers most often encounter could be just the answer. Rather than dwelling in theory, each session cuts to the chase with real world solutions, tools you can implement, and practical application.

**THESE PRACTICAL,
INTERACTIVE
WORKSHOPS ARE IDEAL
FOR SUPERVISORS AND
MANAGERS ACROSS
ANY INDUSTRY.**

The workshops run for two hours and the cost is \$110 + GST per attendee per session, with a 10% discount if you book and pay for three or more sessions or attendees.



CHALLENGING EMPLOYEES

We often hear 'people management would be easier if it wasn't for the people'. This workshop covers the practicalities of setting expectations, knowing when to act, how to be fair and thorough, and how to handle reactions. We'll take you through our 5-step plan for handling challenging employees and making sure that you don't have a negative impact on your high performers in the process.



DELIVERING FEEDBACK

Giving effective feedback in a way that gets the desired result is a learned skill. This session covers formal and informal feedback and discusses the differences in purpose and delivery of reinforcing ('positive') feedback, skill-building ('coaching') feedback and corrective ('negative') feedback. We'll look at the importance of timeliness, confidentiality, record keeping and provide you with feedback models that ensure clarity and purpose in your message.



COMMUNICATION

Our communication workshop focuses on a few key areas that deliver great results for teams and businesses. We'll talk about communication styles and channels and how to adapt to get the best results, communicating both success and failure effectively, and communicating with the right people at the right time. And because it is so often a stumbling block for managers, we'll cover in more depth how to broach difficult conversations.



MANAGING POOR PERFORMANCE & CONDUCT

Dealing with under-performance can be frustrating, stressful, and honestly, it can be scary when it escalates to the point of needing to let someone go. This interactive workshop gives a solid understanding of what poor performance and conduct is and why it occurs, the 3 steps for managing this, setting clear expectations, and how to handle employee responses. Participants receive useful checklists and tools to help effectively manage poor performance and conduct.



DELEGATION & FOLLOW-UP

Delegation is too often not done well or not done at all. Surprisingly, delegation is not a skill that comes naturally to most. We'll cover why and when to delegate and creating conditions for success, including giving clear, unambiguous instructions, setting expectations and uncovering and removing barriers to productivity. The workshop includes a number of powerful tools to enhance participants' delegation skills.



DAY-TO-DAY LEADERSHIP HABITS

Effective leaders need to know how to nail the day-to-day stuff – planning, problem solving, record keeping, checking in. We'll cover creating good leadership habits to know what is going on in the team, what needs to be achieved and whether they are achieving it, how to take care of issues at the team level and reporting up. The workshop includes practical tools for prioritising and planning the day-to-day.



CREATING A HIGH PERFORMING CULTURE

Managers play a key role in influencing the performance and productivity of their teams. While the temptation is to sit back and expect that goals are met, and scramble to find answers when they aren't, the more useful approach is to be proactive and involved right from the start. We'll cover effective goal setting, communicating clear and reasonable expectations, and increasing motivation, alignment and buy-in.



MANAGING A HYBRID WORKFORCE

Managing a hybrid team is not just a shift in the way in which you manage your team or the day-to-day operations, it is also a shift in your mindset. This session will look at benefits and challenges of hybrid teams, the leadership qualities needed, management tips and building positive team dynamics.



MANAGING LEAVE

Sick leave, carer's, compassionate and annual leave are things all managers have to deal with, but few understand what they can and can't do. This session takes a detailed and practical look at the different types of leave, employee rights, employer rights and record keeping. We cover the most frequently asked questions that managers face when managing leave to give them the confidence to respond when leave questions and issues arise.



EFFECTIVE MEETINGS

Meetings can often be an expensive waste of time for business and a frustration for teams. This session looks at when and how to have meetings (format and structure), types of meetings, and what to record. We'll also focus on setting ground rules to ensure meetings add value and encouraging different perspectives to get the best from participants. Deliverables from the workshop include a guide to the perfect meeting and agenda templates.



CHANGE

Implementing change right is critical for businesses, and managers play a pivotal role in this process. This session looks at planning, communicating effectively, identifying potential hurdles, gauging and responding to team member's reactions and, as the change process draws to a close, moving to managing the new 'business as usual'. The workshop is aimed at change implementation at an operational level and provides practical models for managers.



EMPOWERING AUTONOMY & DECISION MAKING

Empowering your people, delegating decision making and encouraging autonomy are common catch cries in today's progressive workplaces. But what does it actually mean? This workshop will explore exactly that and provide insights and practical tips on how to establish a framework and guidelines within which empowerment, autonomy and effective decision making can flourish.



TIME MANAGEMENT

Effective time management allows you to accomplish more in less time, lowers stress, and increases focus, leading to increased results and career success. Imagine the impact on your business if managers knew exactly where they needed to direct their attention every day; developed highly productive habits; and had the tools and models to make time work for them. This workshop is a must-do session for managers seeking to get more out of their day.



FOCUS HR TOOK OUR STRATEGIC PLANNING TO A WHOLE NEW LEVEL

"From the very first session I knew that I had a lot of work to do with regards to how I managed my team and how my expectations were not always realistic when it comes to managing such a diverse group of people.

The Focus HR team has provided me with tools to execute some of these and have empowered and enabled me to work on developing my own processes in the future. We are, and will continue to be, a much better business as a result of Focus HR's solid work."

Penny Dowling – Owner,
Crackerjack Chicken



We are also available for in-house training for your team – simply contact us for more details!

Contact us for an obligation-free chat today.

Phone 07 4765 3456
www.focushr.com.au

