

# Manage for Success: New Manager Pathway



Buzzacott



*Participants on every Buzzacott  
development programme put in  
place an action plan*

*Buzzacott New Manager  
Programme Facilitator*





## Manage for Success

- **New Manager Pathway**



## Self

- **Managing Self**
- **Managing Your Impact**



## Others

- **Managing Others**
- **Managing Conflict**



## Team

- **Managing Teams**
- **Communication**
- **Motivation**



## Our Learning & Development Philosophy





## Manage for Success New Manager Pathway

**Your employees are the most valuable assets you have.**

How they perform has the ability to both drive your team to success and of course, the reverse. Being able to effectively 'people manage' is therefore essential to becoming a successful manager, but at the same time, people management is undoubtedly one of the most challenging aspects to master. Nowadays, the successful modern manager is expected to step into many different, and sometimes conflicting, roles. Coach, mediator, delegator, motivator, facilitator – managers are expected to undertake all of these functions while also being directly accountable for their team's performance: a daunting prospect.

Many people get promoted to a managing role based on their strong technical skills; however, the majority may find themselves lacking the people management skills needed to succeed. The Institute of Leadership and Management\* accredited *New Manager Pathway* is designed to bridge the gap between technical expertise and people management capability.

At Buzzacott, we understand that the development needs of managers can be very different. Our offering is designed to be flexible, so whether you're new to people management or need to focus on a specific area, the modular *New Manager Pathway* will help you achieve your goals.

Our team has been delivering management training to our clients for decades and our experienced Learning and Development team will always endeavour to ensure that our offerings are suitable for all participants. We will always work with you to identify your specific learning needs for attending our workshop(s), or the entire programme. Practical advice will always be given to help you achieve your development objectives after a workshop has concluded.

\* The *New Manager Pathway* is recognised by the Institute of Leadership and Management as a *Development* programme.



Self



Other



Team



## Managing Self

**For many, the transition from technical expert to people manager is the biggest step they have had to take.**

Without guidance and development it can be difficult to understand what is required to be an effective successful manager. *'Managing Self'* is focused on reflection: reflecting on your role, responsibilities and the expectations of others. Reflecting on your own personal style and how that impacts and influences others within your team.

**At the end of this session you will:**

- Understand the expectations of a successful people manager in relation to other levels of management
- Understand your own personal style and how it can be flexed to get the best from your direct reports
- Know why understanding other people's style can help you manage more effectively
- Be confident at using a 'toolkit' for prioritisation

## Managing Your Impact

**Great managers are people who have the ability to resonate and engage with others through everything they do.**

*'Manage Your Impact'* will help you to define your personal brand that strikes a chord with others and encourages them to immediately 'switch on' to you.

**At the end of this session you will:**

- Understand the importance and key facets of your personal brand and how it influences others
- Assess and develop your own personal brand and the messages you want to convey
- Be able to use your personal brand as a positive communication tool
- Identify how your personal brand is linked to your values and beliefs

## One to one Coaching

At the end of the *'New Manager Pathway'* each participant will have the opportunity to spend an hour with a specialist management development coach to help individuals manage their own development long after the programme has concluded.



Self



Other



Team



## Managing Others

**Whether it's with direct reports, a project team or other stakeholders, the way that a manager interacts with others has a big impact on their overall effectiveness.**

The focus of *'Managing Others'* is on understanding the skills and attributes that make an effective people manager and how a change in mindset can help you to develop those attributes. This stage hones in on the key attributes of management style and coaching and how they can be further developed.

**At the end of this session you will:**

- Understand the behaviours which will improve your people management skills
- Realise the importance of coaching in managing people and how to give positive, constructive feedback
- Understand different management styles and the benefits of switching between them

## Managing Conflict

**Unmanaged conflict has the potential to cause disruption, disharmony and to demotivate individuals within a team or group.**

Dealing with conflict situations is a critical part of a manager role. *'Managing Conflict'* will help you to better understand the causes and catalysts of conflict and how you can work to resolve or prevent it via different difficult conversations.

**At the end of this session you will:**

- Understand the common causes of conflict and disharmony in the workplace
- Be more self-aware when dealing with conflict situations
- Know how to effectively resolve and prevent conflict
- Become more confident and assertive
- Know how to plan and manage difficult conversations



Self



Other



Team



## Managing Teams

### The whole is greater than the sum of its parts.

Or at least it is when all of the components are working together toward the same goal. However, managing the dynamics within groups and teams is challenging. *'Managing Teams'* will help you manage change within teams, understand the differences that exist between teams and know how to unlock high performance within the groups and teams that you work with.

### At the end of this session you will:

- Know the difference between teams and groups
- Understand how to build effective teams
- Know how to link individual and team objectives to the organisation's strategy
- Identify the types of people found within successful teams
- Know how to manage differences within teams
- Learn how to unlock high performance

## Communication

### According to research, many team members feel that they are not sufficiently communicated with about things that affect them.

Great people managers are the ones who are able to communicate clearly with others about the things that affect them. The focus of *'Communication'* is on developing a deeper understanding of what it means to communicate and how you can deliver communications that 'land' with the recipient more effectively.

### At the end of this session you will:

- Understand the role and value of effective communication, the barriers and how to overcome them
- How to really listen through improved questioning technique
- Become confident at dealing with and giving feedback

## Motivation

### Team engagement and motivation are critical to the success of any organisation.

Studies show that happy employees are more productive, more likely to make a discretionary effort and less likely to leave. *'Motivation'* will help you to understand the origins of motivation and how in your role you can apply certain principals to increase motivation through delegation.

### At the end of this session you will:

- Understand the common factors that motivate people
- Know how to use a 'toolkit' to improve your ability to motivate others
- Be able to delegate more effectively



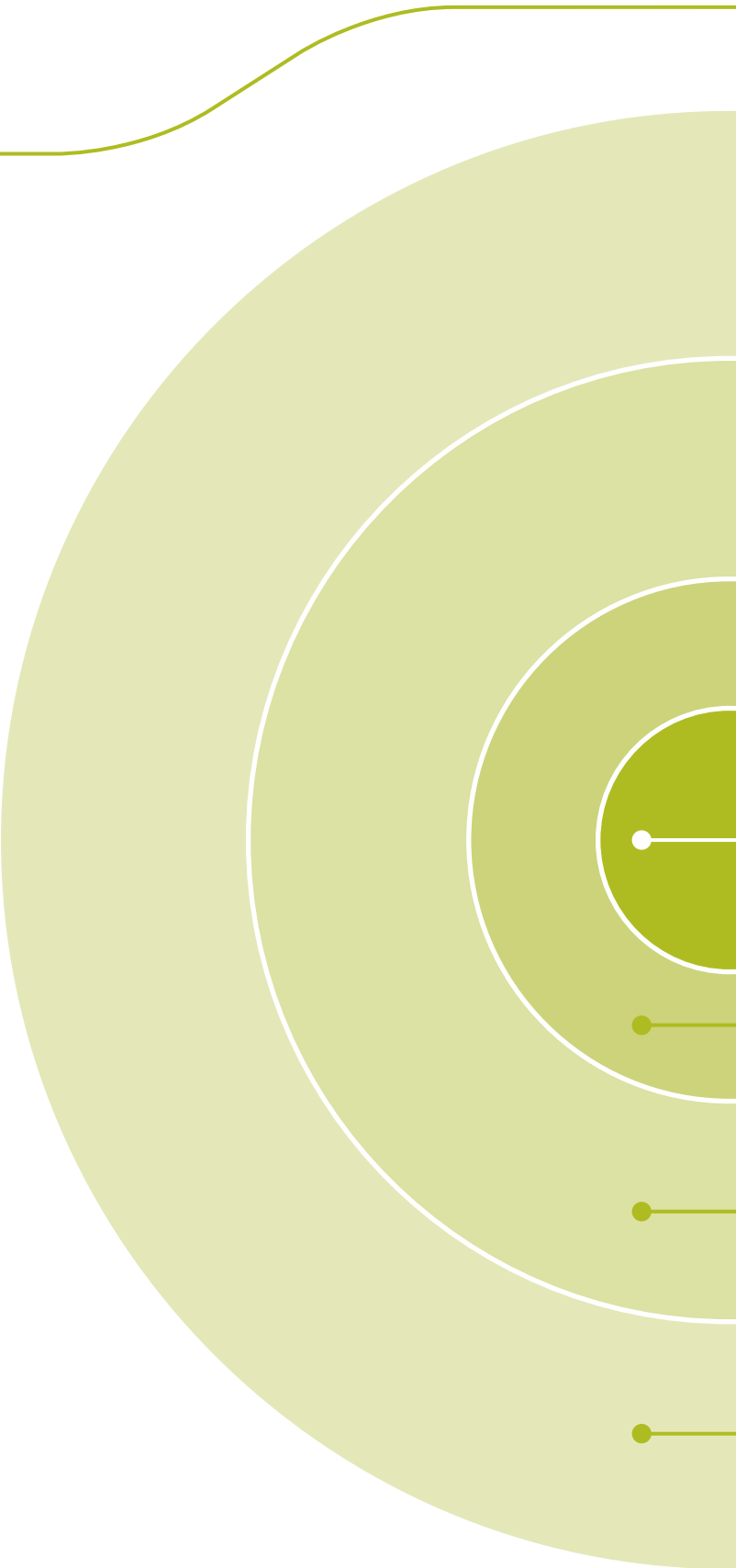


## Our Learning & Development Philosophy

**We believe in our ability to help develop your entire organisation, one intervention at a time.**

Our philosophy centres on learning and development having a positive impact on **Self, Other, Team** and **Organisation**.

All of our workshops are designed to follow a natural development progression, starting with understanding yourself, then dealing with others, then team management and finishing with organisation management.



Self



Other



Team





## Self

The individual is at the core of our philosophy, our interventions that focus on 'self' are designed to help individuals increase their personal effectiveness through improving self-awareness and self-management.



## Other

Our interventions that focus on 'other' are designed to help individuals get the most from their working relationships through development of interpersonal and communication skills.



## Team

Our 'team' interventions focus on people management skills and are designed to increase a manager's effectiveness at building, developing and managing teams of people.



## Organisation

Our most strategic interventions focus on the whole organisation and are designed to increase the capabilities of senior managers and business leaders.

## Person

- Learning Needs
- Developing outcomes
- Self-awareness
- Mind-set management
- Effectiveness
- Ownership
- Emotional intelligence

## Expertise

- Understanding skills, knowledge and experience
- Performance gap
- Job requirements
- Seeking feedback
- Stakeholder management
- Building confidence
- Outcomes

## Performance

- Productivity
- Task & performance effectiveness
- Communication
- Training needs analysis
- Evaluation
- Project management
- PDRs

## Organisation

- Strategy & objectives
- ROI & evaluations
- Organisational context
- Productivity & performance management
- Process
- Strategic thinking
- Compliance



Self



Other



Team

## How to book

The New Manager Pathway can be taken as an entire course or module-by-module.

Whatever suits you best.

To book you can contact us in a number of ways:

E [enquiries@buzzacott.co.uk](mailto:enquiries@buzzacott.co.uk)

T 020 7556 1200

### Book online:

[www.buzzacott.co.uk/events/buzzacott-new-manager-pathway](http://www.buzzacott.co.uk/events/buzzacott-new-manager-pathway)





“ On average, participants rate the relevance of Buzzacott Management Development Programmes as 3.8 out of 4 (Very Good – Excellent) ”

*Feedback obtained from all management development workshops delivered by Buzzacott*

“ Buzzacott’s management development programmes have helped me identify solutions to problems and areas in which to develop ”

*Participant 2014*

“ I feel that attending Buzzacott’s management development programme has increased my confidence ”

*Participant 2014/15*

**Office Address:**

Buzzacott LLP  
130 Wood Street  
London  
EC2V 6DL

**Contact Details:**

enquiries@buzzacott.co.uk  
+44 (0)20 7556 1200

[www.buzzacott.co.uk](http://www.buzzacott.co.uk)



[www.linkedin.com/company/buzzacott](http://www.linkedin.com/company/buzzacott)



@BuzzacottLLP

---

**Buzzacott**