

1 January	2 February	3 March	4 April	5 May	6 June
<p>Introductions</p> <p><u>Leadership & Management</u></p> <ul style="list-style-type: none"> - What is it? - Where am I? - Challenges? <p>Vision – team & co.</p> <p><u>Running effective meetings</u></p> <p>Practical tasks re meetings & DISC profile</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>DISC Personality Profiling</u></p> <ul style="list-style-type: none"> - What is it? - Where am I? - Where are team? <p><u>Getting good communication</u></p> <ul style="list-style-type: none"> - Fit to people who are different <p>Practical tasks re communication</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Time Management</u></p> <ul style="list-style-type: none"> - Where am I? - Challenges? - Good habits - Ways to prioritise <p><u>Planning projects & meeting deadlines</u></p> <ul style="list-style-type: none"> - Future basing <p>Practical tasks re time plans & organisation</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Motivating the team</u></p> <ul style="list-style-type: none"> - Top motivators <p><u>Management styles</u></p> <ul style="list-style-type: none"> - 4 styles - Fit to team <p><u>Delegation</u></p> <ul style="list-style-type: none"> - Challenges? - Practical work <p>Practical tasks re feedback</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Problem solving & decision making</u></p> <ul style="list-style-type: none"> - Challenges? - Different approaches <p><u>Improving performance</u></p> <ul style="list-style-type: none"> - Giving feedback - Redirecting behaviour <p>Practical tasks</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Presentations & Briefings</u></p> <ul style="list-style-type: none"> - What is quality? - Attitude of mind - Body work - Voice work - Content - Organisation - Powerpoint - Practice + video <p>Practical tasks re presentation/briefing</p>
7 July	8 August	9 September	10 October	11 November	12 December
<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Coaching & Training skills part 1</u></p> <ul style="list-style-type: none"> - Coaching Skills – awareness & practice - A useful framework - Training Skills – awareness & practice <p>Practical tasks re coaching & training</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Coaching & Training skills part 2</u></p> <ul style="list-style-type: none"> - Coaching Skills – development - A useful framework <p><u>Presentations</u></p> <ul style="list-style-type: none"> - Practice + video <p>Practical tasks re feedback</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Managing & Resolving Conflicts</u></p> <ul style="list-style-type: none"> - Disagreements - Conflicts - Getting Win-Win <p><u>Anger Management</u></p> <ul style="list-style-type: none"> - Personal strategies <p>Practical tasks</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Managing Stress in the Workplace</u></p> <ul style="list-style-type: none"> - What is it? - Where am I? - Challenges? - Practical plans <p><u>Presentations</u></p> <ul style="list-style-type: none"> - Practice + video <p>Practical tasks</p>	<p>Review of tasks/progress Went well? Do differently?</p> <p><u>Overview of learning</u></p> <ul style="list-style-type: none"> - Where am I now? - What’s changed? - Plans for future - <p>Plans for session 12</p> <p><u>Presentations</u></p> <ul style="list-style-type: none"> - Practice + video <p>Practical tasks</p>	<p>Review of tasks/progress over course of year</p> <p>Presentation of learning to Senior Ops Team</p> <p>Review of impact on teams and company</p>