

First Line Manager Training



The **First Line Manager Training** is part of a comprehensive programme of business and management courses developed after working closely with several practices and the PM Executive over the last six months and designed to help practices **keep ahead of the competition**.

This section of the programme is **accessible** to all XLVets staff and will enable first line managers to **lead, manage** and **motivate** their teams in order to **improve service** to customers, **create improvements**, and **increase turnover**.

Who is it for?

Anyone who manages a team, head nurses, head receptionists etc, and particularly those who are new to management or who are required to manage their peers.

How does it work?

The programme consist of 5 modules covering:

- **Personal leadership**
- **Developing your team**
- **Leading your team**
- **Performance improvement**
- **Conflict management**



Between the modules, the programme uses a combination of online learning and face-to-face meetings. Participants are encouraged to get together and discuss any real-life issues they have encountered at work whilst their own manager is also encouraged to hold regular meetings with them throughout the programme

How will I learn?

The programme is divided into 5 modules which are delivered as 2 days (modules 1 and 2) + 1 day (module 3) + 2 days (modules 4 and 5). This structure can be adapted to fit an individual practice's requirements, if necessary.

Who is delivering the programme?

Brathay Trust is a charitable organisation delivering innovative learning that instils behavioural change. They have extensive experience of and great success in working with first line managers and have worked closely with XLVets on a number of recent projects.

What does it cost?

£800 + VAT per person
(£915 + vat with ILM accreditation)



What does the First Line Managers Course cover?

Module 1 – Personal Leadership

Developing yourself, learning styles, personal motivation, effective communication, SWOT analysis, time management, action/development planning.

Module 2 – Developing Your Team

Knowing your group / team, team development, decision making techniques, Belbin team roles, formal/informal working relationships, monitoring and reviews, constructive feedback, problem solving, planning techniques.

Module 3 – Leading Your Team

Leadership vs management, transactional/ transformational leaders, followers and leaders, styles of leadership, authority and power, delegation, situational leadership, motivation theories, vision and a sense of purpose.

Module 4 – Performance Improvement

Motivating using a coaching approach, appraisals, setting targets and SMART objectives.

Module 5 – Conflict Management

Managing change and innovation, stages in development of conflict, difficult conversations: using feedback, managing conflict, the disciplinary path, feedback and evaluation.



ILM Accreditation?

The programme can be used to gain the Institute of Leadership and Management (ILM) Level 3 Award in Leadership and Management. This is a nationally recognised leadership qualification. It will require participants to carry out a project in practice which will be beneficial to the business. An additional cost of £115 + vat is applicable for marking the project and registering with the ILM: www.i-l-m.com



For further information, please contact the XLVets Training Services Team on 01765 608489 / vetskills.co.uk
www.vetskills.co.uk