

## Developing First Line Managers Course

### Learning Outcomes



#### **Workshop 1 'Managing Yourself'**

**By the end of the workshop participants will have:**

- ☐ Explored what makes an effective 'First Line Manager'
- ☐ Compared the demands placed upon them from different sources
- ☐ Reviewed how they organise, prioritise and plan their own work
- ☐ Devised a Personal Development Plan related to the programme
- ☐ Reviewed their communication skills;
- ☐ Identified the important factors in leading effective meetings;
- ☐ Prepared to evaluate the standard of meetings they currently attend.

#### **Workshop 2 "Managing Staff"**

**By the end of the workshop participants will have:**

- ☐ Explain the differences between managing and leading
- ☐ Improve the motivational environment they create for others
- ☐ Review how they plan and prioritise the work of others
- ☐ Delegate work effectively to appropriate individuals
- ☐ Review their approach to problem solving
- ☐ Devise strategies to improve the working relationship with their manager

#### **Workshop 3 'Managing Change'**

**By the end of the workshop participants will be able to:**

- ☐ Identify development needs in their team;
- ☐ Improve the range of development opportunities that they create and use;
- ☐ Review how they provide support and advice on development issues;
- ☐ Analyse what makes a successful presentation;
- ☐ Take initial steps to deal with poor performance;
- ☐ Apply the change process model to changes in their workplace;
- ☐ Explain the four phases in effective project planning and management;
- ☐ Plan for effective monitoring and evaluation of a project;
- ☐ Review how they support staff through changes at work.

#### **Workshop 4 "Managing for the Future"**

**By the end of the workshop participants will be able to:**

- ☐ Identify appropriately the needs of their 'stakeholders'
- ☐ Work proactively with these stakeholders to improve the services provided
- ☐ Analyse the macro-environment their agency operates within
- ☐ Identify new ideas for service and/or resource development
- ☐ Consider the strength of their agency's current resource strategy
- ☐ Review their own knowledge of the changing drugs policy environment
- ☐ Implement quality systems
- ☐ Plan for their own personal development beyond this Programme