

MANAGEMENT MASTERY

Lay down the foundations of effective management.

◆ ABOUT THE COURSE

A practical, coach-led session designed to build the core behaviours of effective management. Most managers are promoted without the tools they need. This session focuses on the fundamentals that drive team performance day-to-day - not theory, but how you actually manage.

Grounded in real workplace challenges, managers will explore three essential areas: delegation, one-to-ones and feedback - and leave with clear, practical tools to apply immediately.

◆ SESSION AGENDA

01 Managing Today

Why managers matter and the three management essentials.

02 Delegation Mindset

Understand the mindset shifts that make delegation feel easier and more natural.

03 How to Delegate

The Why, What, When, Who framework for clear, effective delegation.

04 One-to-Ones

How to run focused, high-impact conversations (and avoid status updates).

05 Open Questions

The role of questions in unlocking reflection and deeper conversations.

06 Giving Feedback (AID)

A simple three-step structure for delivering feedback that lands well.

07 Asking for Feedback

Understand why regularly asking for feedback is one of the fastest ways to grow as a manager.

◆ INTERACTIVE EXERCISES

Management Challenges

Open discussion to explore where managing others feels most challenging and why.

Delegation Downfalls

Identify your personal barriers to delegating and how to overcome them.

Delegation in Practice

Apply our framework to real tasks.

One-to-One Questions

Build a bank of open questions to drive better conversations and ownership.

AID in Action

Practise giving clear, effective feedback using the Action, Impact, Do framework.

Asking for Feedback

Design a question to build self-awareness and improve your management.

◆ LEARNING OUTCOMES

- ◆ Understand the role and impact of effective managers.
- ◆ Recognise and overcome personal delegation barriers.
- ◆ Apply the Why, What, When, Who delegation framework.
- ◆ Run effective, regular one-to-ones that build trust.
- ◆ Use open questions to drive better team conversations.
- ◆ Give clear feedback using the AID framework.
- ◆ Build self-awareness by actively asking for feedback.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.