

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 of effective everyday management - not theory, but practical skills you can use day to day.

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 from your own workload.

One-to-Ones Question Bank

Build a set of open questions that drive better conversations and ownership.

Feedback Practice

Practise delivering clear, effective feedback on a real situation.

Turning the Lens

Design a question that builds self-awareness and improves how you manage.

◆ LEARNING OUTCOMES

- ◆ Understand the role and impact of effective managers.
- ◆ Delegate effectively using the Why, What, When, Who framework.
- ◆ Run effective, regular one-to-ones that build trust.
- ◆ 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.