



Line Management Two-Day Open Course Overview

Line Management open course

Feel more confident in your ability to manage, encourage and inspire others, both in-person and remotely!

Our popular two-day line management course is suitable for newly appointed line managers, and those with experience who want to improve their effectiveness.

We give particular focus to those who have to manage remote or hybrid teams.

Our line management courses are designed to help you understand and engage with what a line manager is supposed to do.

Our style of training is highly interactive, engaging and fun, with lots of practice of new tools and techniques to suit each individual's personal style.

*The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.

Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...

This course will help you with:

- **The Line Management Role**
- **From Managed to Managing**
- **Managing Remotely**
- **Unspoken Responsibilities**
- **Motivating and Inspiring Others**
- **Giving Essential Feedback**
- **Practicing Effective Delegation**
- **Managing Upwards**
- **Establishing Clear Boundaries**
- **Setting and Achieving Goals**

Line Management two-day open course

**Course Content*

The Line Management Journey

- When you were managed well
- Being poorly managed
- When you managed successfully
- Skills and resources you used

From Managed to Managing

- Differences between being managed and managing
- Key Line Management Skills

Stepping Up

- Acknowledging key skills and qualities you already have
- Identifying a key management quality to develop

Things They Don't Tell You

- What line managers are responsible for, including those that aren't necessarily in the job description!
- Those little 'extras' that can seem daunting

Hands-On vs Hands-Off

- Managing face-to-face vs remote
- Identifying how your team members prefer to be managed

Response Styles

- Introduction to coaching styles
- Best ways to communicate with each team member
- What gets in the way?

Wheel of Empathy

- The verbal and non-verbal clues that help you to read others

Motivation

- Look at your motivators and what motivates other people

Delegation

- Holding on to familiar work
- The challenge of delegating
- Understanding the difference between doing it yourself, telling or coaching

Asking Questions

- Practise a range of questioning techniques

Feedback Finesse

- What is feedback for?
- Prepare and practise feedback conversations

I Noticed That...

- Pre-empt difficulties and patterns of behaviour

Blame vs Effect of Behaviour

- How to avoid finger-pointing and blame

Deliberate Misunderstanding

- Dealing with obtuse or difficult people

Pushback

- Push back when there's pressure from above and pressure from the team

Personal Style

- What makes you a great Line Manager?

Line Management one-to-one remote training

Benefits of One-to-One Skills Training

This Line Management course is available as a 4-hour, one-to-one remote session.

Choose your time. Have a briefing call from your trainer and off you go.

The content of each session will be shaped around your needs, making the work relevant and practical.

- A completely personal, in-depth, and confidential look at your specific issues
- Dynamic, empathetic, and highly experienced coaches
- Get to the heart of your issues with speed and effectiveness
- Delivered online
- Four hours of personal one-to-one attention
- Pre-assessment of the issues you want to cover

Contact details



Impact Factory

Suite 121 Business Design Centre
52 Upper Street
London N1 0QH
England

email:
enquiries@impactfactory.com

Phone: +44 (0)20 7226 1877
impactfactory.com