



**Launch your managers  
to success with the  
360 Degree Manager  
programme.**

***“Lead with confidence, inspire with purpose.”***







**360 Degree Manager delivers flexible and interactive training to provide a strong foundation in management.**

**The course provides a wide range of practical and relevant content both through workshops and online resources spread out over 12 months.**



**In today's modern work environment, we still see lots of evidence of the Peter Principle, people promoted one level beyond the scope of their current expertise. You may be highly skilled, or you might have highly skilled people working for you, but how do you **set them up for success and support them** in their knowledge and skills development?**

Developing managers and leaders of the future takes time and commitment.

The 360 Degree Manager is a purpose-built, flexible management training resource designed by experienced operational and people leads with years of team management experience.

The focus of the programme is to break down the full 360-degree experience of being a manager into easy, bite-size chunks, delivered in a variety of interactive and flexible ways.

Learners are supported with a mix of training sessions, online e-courses, recommended reading lists, bite-size activities and tasks to create a holistic 360-degree programme that suits all learning styles.

**About  
360 Degree  
Manager.**





# Course Structure.

Over the space of 12 months, the course covers essential management skills in a comprehensive, engaging and practical manner.

Beginning with management essentials, each month has a focused theme and skill development goal.





# Learning Styles in 360 Degree Manager.



## Recommended reads

Books and reviews to inspire further reading on leadership topics.



## 5-Minute reads

A short read that challenges participants' perspectives or provokes thinking on a new topic.



## Monthly workshops

Providing an essential, friendly and interactive way to learn while maintaining important human connection.



## Learning portal

Online portal with additional learning resources, pre- and post-workshop activities and assessments to keep everyone on track.



## Practice, reflect, share

Learning is best achieved through practice, reflecting on achievements, blockers, and challenges (ABCs!) and sharing ideas – all built into the programme.



## On-demand learning resources

Curated content that complements the workshop themes to accelerate learning.



## Action orientated

A structured blend of learning content and activities to deepen skills, embed learning, and drive practical application to make a real difference.



## Community

Creating the right environment with facilitators who enable all participants to get involved, share experiences, ideas, lessons learned, and celebrate successes.



## Great habits

Encouraging the development of new habits, applying them, and supporting group learning through sharing progress.





# 1 Because You Are Worth It.

### What's it all about?

So, you want to get on; develop yourself; build your career and improve your future salary expectations.

Foundation knowledge in management is essential for all managers; whether you are an aspiring manager, a budding manager or already flourishing and looking to refresh and refine your knowledge and skills.

### What we will cover...

- ▲ How to adapt how you communicate to the preferences of others.
- ▲ How to differentiate between Managing and Leading and when you will need to change your approach.
- ▲ How and when to delegate tasks as well as when not to do so.
- ▲ Accountability and Responsibility and the benefits of being clear on the differences between the two.
- ▲ The differences in leadership styles dependent on the developmental need of the employee.





# 2 The Power of People.

### What's it all about?

Clear objectives, robust and timely reporting. Measures are the foundation of managing performance.

“What gets measured and monitored gets done”. The management skill is then in the conversation and process of managing performance – make a productivity impact within your team by effectively managing performance.

### What we will cover...

- ▲ The key principles of performance management.
- ▲ How to make objectives as clear as possible.
- ▲ How to have great conversations with your team to ensure everyone is clear on expectations.
- ▲ Differences between knowledge and skill and how the two can complement each other.
- ▲ Preparation for a performance management conversation.
- ▲ How and when to utilise reward and recognition.





## 3 How to Win Friends and Influence People.

### What's it all about?

Life is about influencing and negotiating – at work and at home.

Understanding what you want/need and how this can benefit/impact other people will enable you to utilise skill and methods of negotiating and influencing to get what you want. Start with why.

### What we will cover...

- ▲ Wants and offers and the differences between them.
- ▲ Mindset going into conversations by thinking Win-Win.
- ▲ Different ways in which to influence.
- ▲ The Art of Negotiating.







## 4 Givers will Gain.

### What's it all about?

Getting the best from your team requires you to become a skilled coach.

The transition from telling and directing to delegating and coaching will create time and space for you as a manager but also empower your people, creating effective followers. It's a win-win for everyone.

### What we will cover...

- ▲ What learning intervention to use given the scenario you and your employees are in.
- ▲ What motivates us in life.
- ▲ How to effectively train your team to best achieve knowledge/skill transfer.
- ▲ How to coach your employees to perform.
- ▲ What conditions need to be in place for great coaching to happen.







## 5 Buckle Up.

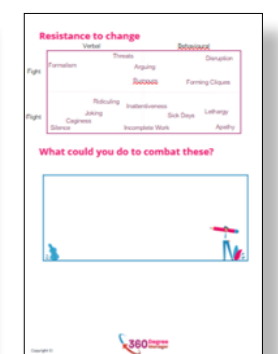
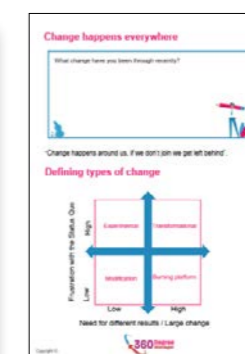
### What's it all about?

**There is one thing you can always forecast and that's change. Being agile and adapting to change is a skill.**

In today's fast paced business environment, agility and adaptability are key. Having clear objectives, detailed plans and excellent communication skills, to name a few, will increase the chance of success. We'll explore how to set up and lead change for success, differentiating you as a manager who can lead through change.

### What we will cover...

- ▲ **The change curve and why our positions change.**
- ▲ **Ego states and how to recognise your team move around them.**
- ▲ **Attitudes and how to manage them.**
- ▲ **How to recognise what is in your control.**
- ▲ **How to build resilience in yourself and your team.**
- ▲ **What resources are available to you.**







## 6 Fake it 'Til You Make It.

### What's it all about?

Presenting isn't easy but with a few tips and some practice you can become accomplished and even enjoy it.

It is also not limited to official presentations – how do your colleagues/teams perceive you, are you truly yourself at work, what shadow are you casting?

### What we will cover...

- ▲ Your brand and how you portray it.
- ▲ The power of presence and its importance.
- ▲ Portraying conviction so others engage with your message.
- ▲ Managing up – speaking truth to power.
- ▲ Being aware of the shadow you cast and how others view your actions and words.







# 7 Are All Your Ducks in a Row?

## What's it all about?

Efficient processes can significantly improve the cost to serve/cost to process for a business.

Learn how to approach process improvement, generate maps, understand the cost and benefits of improved process to deliver true value add for your business.

## What we will cover...

- ▲ Project management hints and tips.
- ▲ How to utilise a planning grid.
- ▲ The limitations of process improvement.
- ▲ The RACI model in action.
- ▲ Impractically practical?







# 8 Between a Rock and a Hard Place.

### What's it all about?

**We are all different. We have different thoughts, beliefs and bias (conscious and unconscious).**

Add to this differing job roles, targets and objectives – and you find some natural conflict. How do you take a step back and find a resolution without overcompromising?

### What we will cover...

- ▲ How you manage conflict and your preferences for doing so.
- ▲ How to utilise your influence in conflict.
- ▲ Managing both professional and personal relationships.
- ▲ Managing conflict – the facts not the opinions.
- ▲ How to identify where you and your employees are on the human function curve.





# 9 What Are You Queueing For?

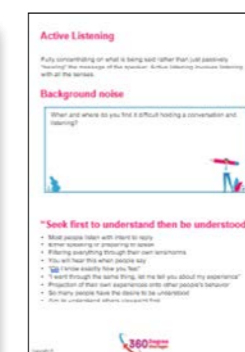
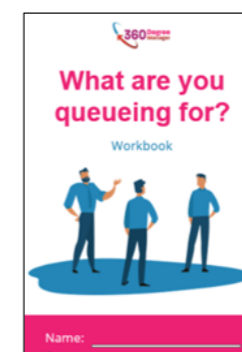
### What's it all about?

In today's fast paced life, we don't listen as much as we could.

We hear and assume, but don't actively listen. In our workshop we'll share habit creating activities to improve your listening.

### What we will cover...

- ▲ How to listen to understand before being understood.
- ▲ Curiosity and why it is key to communication.
- ▲ How to actively listen rather than hearing.
- ▲ Questioning techniques to utilise for successful communication.
- ▲ The power of body language in any scenario.







# 10 Back To The Future.

## What's it all about?

The definition of insanity is doing the same thing over and over again and expecting a different result.

How can you use the you experiences to improve your outlook on the future so that you can learn from new mistakes!

## What we will cover...

- ▲ Career path and target setting for yourself and your employees.
- ▲ Rate yourself?
- ▲ Being a lone nutter and its advantages.
- ▲ Vision and values and their need in organisations.
- ▲ The process to build the continuous personal development loop.
- ▲ Knowing when to ask for help.





# 11 Who Do You Think You Are?

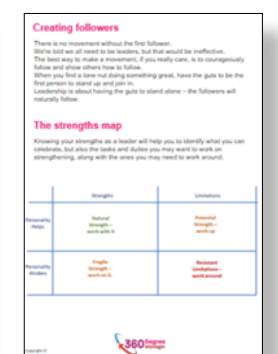
## What's it all about?

**What's your leadership style and how are you fixing that style to get the best out of your people.**

Using your understanding of leadership styles can help you communicate more effectively and get the best from the teams you lead.

## What we will cover...

- ▲ The different leadership styles and how you will wear different hats at different times.
- ▲ Problem solving techniques.
- ▲ How to elevate others around you.
- ▲ Characteristics of great leaders.







# 12 Profit By Numbers.

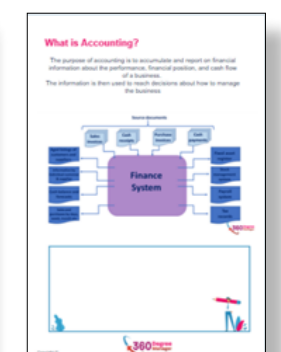
## What's it all about?

Profit by numbers is about understanding the basics of finance and commercials.

Having a little knowledge in this area will help you understand the mechanics of business, make informed decisions, balance risks and calculate the value of changes you make.

## What we will cover...

- ▲ 5 principles of accounting.
- ▲ Understanding the service profit chain.
- ▲ Tools to measure profitability and returns.
- ▲ How you might use these tools in your day jobs.







# 13 Getting It Done.

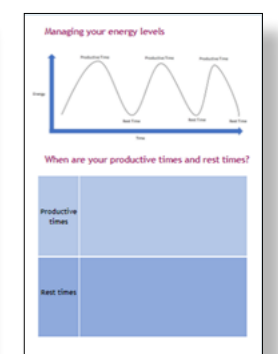
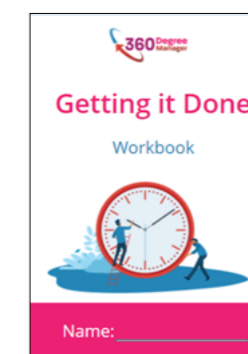
## What's it all about?

Are you making the most of your time and achieving what you want? Many people fail to plan, but even more fail to execute their plan.

Developing your skills around effective time management and action execution; we'll share tools and techniques that will help you develop new habits and become more organised.

## What we will cover...

- ▲ How to manage your time effectively so you are working on the right things at the right time.
- ▲ How to own your own time.
- ▲ Tips to becoming more productive.
- ▲ Great systems to use to support with making the most of your time.
- ▲ How to make meetings as effective as they can be.





# Course Summary.

- 1) Because You Are Worth It - Management Essentials
- 2) The Power of People - Performance Management
- 3) How to Win Friends and Influence People - Negotiating & Influencing
- 4) Givers will Gain - Coaching
- 5) Buckle Up - Leading Through Change
- 6) Fake It 'Til You Make It - Presentation Skills
- 7) Are All Your Ducks In A Row? - Process Improvement
- 8) Between a Rock and a Hard Place - Managing Conflict
- 9) What Are You Queueing For? - Communication Skills
- 10) Back To The Future - Continuous Improvement
- 11) Who Do You Think You Are? - Leadership Styles
- 12) Profit By Numbers - Business Commercials
- 13) Getting It Done - Time Management







**Launch your managers  
to success today and  
get in touch to learn more.**

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 [www.thinkinspireandcreate.co.uk/what-we-do/360-degree-manager/](http://www.thinkinspireandcreate.co.uk/what-we-do/360-degree-manager/)



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