



The Independent Management School for Independent Bar & Restaurant Businesses

WATERSHED 2

A leadership programme
Two consecutive days
With Waters of Watershed
The Lady Libertine, West Register St
£complementary

SUMMARY

A purpose-designed intensive two-day programme in which supervisors and team leaders can develop the skills needed to fulfill their vital management roles in the restaurant.

COURSE PRINCIPLES

Through activity we explore some of the following:

- Reflecting on lessons from the people who have had the greatest impact on your development as a manager – benchmarking your current approach to development against this.
- What the experts have taught us about shift management in bars & restaurants
- Some practical tips on areas where managers tend to run into trouble.
- Some guidelines on managing colleagues who are also friends.
- Giving and receiving feedback– taking the initiative to give others feedback about their performance - without causing damage or being seen to use techniques
- The importance of connecting with the individualism of the people you manage.
- How to influence others positively, authentically and maintain good relationships.
- How did we become the leader we are today? What might we change?
- Recognising different leadership styles and how/when/whether to use them
- Recognising and employing resourceful states: Being available, energetic, consistent and positive.
- Drawing resources from the past using the Peak Experience technique: What's happening when you're at your best?
- Action planning

OUTLINE TIMETABLE

Day 1: session 1 – Influencing skills – the 'ideal' manager - communicating effectively with people who think differently to you– keeping busy communications on track – moving communications forward using powerful questions.

Day 1: session 2 – The Manager as Coach - How to build long-lasting relationships with your teams via a coaching approach to leadership – an introduction to the principles of coaching - powerful coaching conversational frameworks – coaching skills - setting goals in coaching – creating positive action for change and development.

Day 2: session 1: The Climate Lab - Only positive teams create positive experiences for customers – How organizational climate (“the shared perception of the way things are around here”) is the key driver of motivation, performance and positive teams - how the leader can manage climate effectively both on the shift and throughout the business.

Day 2: session 2: How Leading Others Begins With Leading Ourselves - Authenticity, decisiveness, optimism and trustworthiness are just some of the management characteristics we ask for in our leaders. These are strengths to be understood, measured and developed.

UPCOMING DATES

16 & 17 March 2020

WATERSHED

We run management development programmes for bar and restaurant managers.

We are proud to work alongside some of the very best bar and restaurant companies in the UK. Together we develop their employees to achieve exceptional rates of promotion from within. From our central London location, we run programmes of development for supervisors, general managers multisite managers and head chefs. Watershed also works in-house, designing and delivering programmes to suit specific needs.