



The Independent Management School
for Independent Bar & Restaurant Businesses

THE BADGE

For managers new to management
Two days over two weeks

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

- To manage others well, we must tap into their individual motivators
- To manage others well we must also model the qualities we expect from them, not just the skills
- How people respond to you. What they infer about the kind of person you are – this matters. Whilst self-awareness is important in every area of life, it is essential when dealing with professional relationships.
- Feedback is an essential ingredient if performance is to be maintained - and improved.

OUTLINE TIMETABLE

Through activity we explore some of the following:

- Learning from experience to date
- 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.
- Good habits
- 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

UPCOMING DATES

June 2021 programme

Thursday 10 June
Thursday 17 June

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.

I just wanted to send an email about the Watershed Training.

I came into this training not knowing what to expect, I cannot thank you enough for this positive and motivating experience I had, personally I have learnt and gained skills I previously thought I did not have

Kat @ Adventure Bars