



The Independent Management School for Independent Bar & Restaurant Businesses

THE BADGE

For managers new to management

Two days over two weeks

£375.00

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.
- 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

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