



Finding Your Voice

One of four half-day workshops in our *Managing Your Friends* series
Designed for managers new to management.

£90+VAT

What is it?

We have a tendency to think everything thing we say or direction we give lands perfectly all the time. The reality is quite different - our intention is often very different from our actual impact. New managers will often find themselves over-communicating, talking a lot and give out a lot of instruction. The art of skilful communication is knowing that huge part of it is non-verbal, and that being short, succinct and generous usually wins the day.

How it works

Watershed has always been focused on new managers in hospitality. We think the move from waiter to shift leader is one of the steepest learning curves in the industry.

We've researched and curated four sessions across the four key traits we believe make up the best shift leaders: *Owning Your Leadership Style*, *Handling Challenging Conversations*, *The Culture I Create* and this workshop *Finding Your Voice*,

These sessions have been designed to stand alone and can be booked as and when you think they suit the new managers in your business and their personal development areas. One doesn't have to follow the other and there is no recommended order in which someone might take them all. It's a new style for us with more of a "carousel" approach rather than a linear programme, which we feel is more appropriate for this level of management.

Learning outcomes

On completion of the workshop participants will:

- Have encountered a range of structures for simplifying communications without losing speaker authenticity
- Understand and have practiced the power of 'less is more' in spoken communication
- Understand and have practiced through exercises the power of rapport in everyday communications and the importance of being specific not vague.
- Encountered some practical tips for group communications from running a shift briefing to full-on leadership speeches.

About Watershed

We run management development programmes and special events for bar and restaurant companies. Together we develop their people 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.

Our style is not just an expert opinion delivered by a trainer but a truly collaborative approach to the day that encourages sharing of best practice, buy-in and practical application. For experienced managers we add structure and meaning to what is already an intuitive understanding. Our approach is proven to have a lasting impact on participants, their teams and their organisations.