



The Culture I Create

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

£90+VAT

What is it?

The Culture I Create is about understanding your impact as a leader, how your style affects your team's performance on the shift and the idea that the environment you create will always have the greatest impact on team performance.

Some leaders bring a 'command and control' approach to the shift while others lead with a more familial – almost parental – style to the shift. We will look at the advantages and disadvantages of these leadership styles and explore a third approach- one which emphasizes purpose, clarity of role, recognition of contribution, distribution of responsibility and teamwork- this is the approach that drives performance over the long term, all originating in the self-awareness of the shift leader.

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*, *Finding Your Voice*, and this workshop *The Culture I Create*

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 a clear idea of how different leadership approaches quickly create a working climate on the shift – the idea that teams respond quickly to the style of the manager
- Have had an opportunity to deep dive into the three most prevalent cultures created by new managers- *Social & Emotional*, *Command & Control* and *Achievement Led* – we examine all three allowing participants to recognise each and to understand the limitations of the first two and the benefits of the third.

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.