

## Confident Managers Training Course Outline

Course Outline: A full day course (or half day if run with Foundation)	
<p>Purpose of the course</p> <ul style="list-style-type: none"> <li>- To educate managers in their own specific roles in addressing and preventing Bullying, Harassment and Discrimination.</li> <li>- To increase understanding in terms of interventions both formal and informal which can be utilised to address these behaviours.</li> <li>- To increase self-awareness and emotional intelligence, as well as assisting in understanding how to get the best out of individuals with different preferences.</li> <li>- To consider how managers may prepare themselves for dealing with accusation and deflection and for those difficult conversations to ensure confidence.</li> <li>- To help managers understand how they may become more resilient and consider their own personal wellbeing and to help them instil these principles in others.</li> </ul>	<p>Learning Methods and duration</p> <p>1 day or half a day when combined with the Foundation Module:</p> <ul style="list-style-type: none"> <li>- Quizzes</li> <li>- Individual and group activities</li> <li>- Optional use of actors and/or videos</li> <li>- Role play opportunities</li> <li>- Cases studies</li> </ul>
<p>Objectives</p> <p><i>By the end of this course participants will be able to:</i></p> <ul style="list-style-type: none"> <li>- Recognise how managers can positively work to prevent inappropriate behaviour.</li> <li>- Have more understanding of organisational policy.</li> <li>- Identify routes to resolution under the policy.</li> <li>- Practice facilitating and having difficult conversations.</li> <li>- Dealing with emotions and responses.</li> <li>- Understanding what to tell the team- how to move individuals and teams on from incidents.</li> <li>- Understand more about managing different styles and behaviour.</li> <li>- Understand more about handling conflict.</li> <li>- Practical exploration of case studies.</li> <li>- Understand how to deal with deflection and accusation.</li> </ul>	