



THE SOUTERS MANAGEMENT TOOLBOX

SPECIALIST MANAGEMENT TRAINING WORKSHOPS AND COURSES FROM SOUTERS

The Souters' Management Toolbox

The Souters Management Toolbox comprises three of the most popular and practical themes for management development.

Each specialist course stands in its own right. In addition, when you combine two or more together, you will have a very powerful suite of tools and learning experiences to excel as a manager. You choose which course or combination of courses is right for you.

Our focus

Our specialist management courses are designed to:

- Provide tools and experience to excel as a manager
- Increase team engagement, motivation and commitment towards goals and outcomes
- Develop advanced skills in communicating and influencing
- Allow the manager to play to their strengths
- Minimise stress in the workplace

About the courses

1. Managing people effectively – 1 day
2. Communication skills for managers – 2 days
3. Coaching as a management tool – 2 days

Who are the courses suitable for?

The courses are designed for those new to management or experienced managers who wish to enhance their skills and abilities in a specialist area.

The courses are also suitable for business professionals, such as technical or subject experts, who now find themselves managing others.

Our communication workshop will also appeal to a wide range of professionals who seek to increase their ability to engage with individuals, teams and larger audiences – whether internal or external.

Why choose a specialist management course from Souters?

Our courses are:

- Based on real world application
- Designed as highly interactive workshops
- Use latest thinking
- Small group sizes
- Customised to the groups needs
- Embed ideas 'into the muscle'
- Courses link together to provide a powerful 'management toolbox'
- Led by a highly experienced trainer and business professional

Our difference

Many training courses just focus on competencies and skill development.

At Souters we understand that performance is much more about attitudes and motivation. Our courses help managers build the understanding of these other factors and develop confidence to use and apply practically.

In short – our courses are about taking action and achieving results – not just knowing or talking about it.

Custom courses

We can also provide custom courses designed to your specific needs. Please contact us for further details. Subjects include: leadership development, presenting with confidence and practical NLP for Managers.

About Us

Souters have been providing training courses in the City of London since 1988. Our head office is located in the heart of the City near St Paul's.

About the trainer

Our lead Trainer is Martin Johnson.

Martin is a certified trainer, leadership and management coach, behaviour change expert and Neuro-Linguistic Programming Master Practitioner/Trainer.

Martin began his career as a communications specialist in 1981, working as an audio visual producer and designer. He went on to successfully build a London based design communications and live events agency working for some of the world's largest brands.

Over his career he has worked with senior management teams from all kinds of sectors, to help them communicate vision and strategy, engage with customers, staff and shareholders, launch products and bring about change.

Martin now spends his time working as a coach and trainer with senior and middle managers from both Public and Private sector. His reputation is as someone who is highly focussed to deliver results, passionate about engaging with people and as someone who believes that we all have the potential to excel more within our work and personal lives.



Managing people effectively

Overview

This course provides managers with valuable tools to enhance performance, cooperation and outcomes in the work place.

Course objective

Today's managers are continuously under pressure to bring about increased performance from themselves and their teams. In this course managers will be able to reflect on their own management style, increase flexibility and learn tools and techniques to manage more easily and effectively.

Course structure

Course length: 1 day.
09.30-17.00

This is a workshop delivery style course with active involvement of delegates.

Who for

Those new to management or who wish to develop their management style.
Professionals who have been promoted into management and wish to gain insights into managing people more effectively.

Benefits

- Broaden your management style.
- Increase your own performance and the performance of your team.
- Become an influential manager.
- Motivate teams and empower them to create their own solutions.
- Avoid conflict and reduce stress at work.

Course contents include

- Your management style preferences.
- How to use the 6 main management styles to increase your effectiveness as a manager.
- Understand what motivates people to behave as they do.
- How to influence people to change their behaviours.
- How to deal with difficult people and get them on your side.
- Using powerful questioning techniques to motivate people to find their own solutions.
- Understand the RACI process and how this valuable tool can be used to design work flow and responsibilities.
- Delegating effectively.
- Goal setting and performance measurement.

Next steps

If you would like to continue your learning and have more opportunity to develop and apply the skills learnt in this course, why not take one or both of our other linked courses?

Please see:

- Communication skills for managers and
- Coaching as a management tool.



Communication skills for managers

Overview

Gain practical skills and advanced tools you can use immediately to improve communications and understanding with teams, direct reports, customers and other stakeholders.

Course objective

By the end of this course you will have increased your ability to understand what makes people tick, how to get on their wavelength, be able to communicate more effectively and in so doing, increase personal / team performance.

Course structure and duration

Course length: 2 days 09.30-17.00

This is a highly interactive workshop; there will be plenty of opportunity for you to practise communication skills and receive personalised feedback.

Who for

First line managers and middle managers.
Project team leaders.

Benefits

- Enhance communications with internal teams, customers, suppliers and other collaborators.
- Learn how to influence others more successfully.
- Create better alignment of individuals and teams with the goals of the organisation.
- Reach goals faster and more effectively.
- Negotiate more effectively and gain greater understanding of other people's decision making strategies.
- Avoid costly misunderstandings and the resulting decrease in performance.

Course contents include

- Understand how we each prefer to receive and send information.
- How our communications are influenced by our senses.
- Use active listening and powerful questioning techniques.
- How to use feedback to increase the results of your communications.
- How to understand what lays behind people's behaviours so that you can bring about change.
- How to find out what truly matters to the other person.
- How we filter, distort and delete information and how to use this knowledge to increase understanding.
- How to structure an introduction to a meeting or presentation to capture everyone's attention.
- Mastering non verbal communication.
- Getting on someone's wavelength.
- Useful and unhelpful language patterns—how to bring people on-side and avoid conflict / misunderstanding.
- Practical demos and practise.

Next steps

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Please see:

- Managing people effectively and
- Coaching as a management tool.



Coaching as a management tool

Overview

Coaching has become a highly recognised and effective tool for developing the ability of your people; it is now considered to be an essential element of the management toolbox. This course introduces you to the powerful technique of coaching and gives you the practical skills to carry out both a formal coaching session and to use a coaching approach within everyday situations.

Course objective

To provide managers with an introduction to coaching as a management tool. Managers will learn and practise how to conduct a coaching session or intervention and how to use this to increase commitment, motivation and performance of their team.

Course structure

Course length: 2 days 09.30-17.00

This is a highly interactive workshop; there will be plenty of opportunity for you to practise coaching skills and receive personalised feedback.

Who for

First line managers and middle managers who want to broaden their management style and learn how to empower and bring out the best in their team.

Benefits

- Motivate and empower your staff, by developing their strengths.
- Develop teams that are proactive and self supporting.
- Increase performance at work.
- Promote trust, respect and confidence in the way that you manage and in the way that your team perform their tasks.
- Move from tactical to strategic management.
- Get greater 'buy-in' from your team and foster independent thinking and self-management.
- Decrease stress and avoid conflicts at work.

Course contents include

- How and when to use coaching as a management style.
- Benefits of coaching.
- Preparing for a coaching session.
- Establishing core coaching competencies.
- How to achieve a high level of rapport.
- Practise active listening skills.
- Questioning techniques.
- Using the GROW model of coaching.
- Other coaching models.
- Dealing with resistance.
- Giving constructive feedback.
- Practical demos and coaching practise.

Next steps

If you would like to continue your learning and have more opportunity to develop and apply the skills learnt in this course, why not take one or both of our other linked courses? Please see:

- Managing people effectively and
- Communication skills for managers.