



Virtual Classroom  
Training Workshops

# Managing & Leading



**enabling** managers





# Managing & Leading

## Overview

Most managers in recruitment are or have been successful recruiters. Whether a seasoned manager or just stepping up, this transition from effective recruiter into successful leader along with balancing these two responsibilities has always been challenging. Add in the complexity and chaos of current market conditions and we see that, more than ever, leaders require additional skills as well as have total clarity in their planning, expectation setting and follow-up. This four-module programme, delivered across four, 3-hour long Zoom sessions ensures that you and your management team are doing all you can to lead your business in trying times.



## Part One - The Mindset

Great billers don't always make great leaders. In many respects, the mentality required to be a successful consultant is contrary to that required to be a successful leader. For continued success, both established managers and new team leaders need to continually challenge the way they think about their role. In the first part of the programme, we outline the mental transition that needs to be made from being simply an operator to being a manager. We also introduce tools to help to set a clear vision and goals as well as to inspire 'followership' in others.

- Becoming a billing manager
- Thinking like a leader
- Clarity of vision
- Gaining buy-in - to you and your goals



## Part Two - The Culture

A powerful culture helps to lead your people. They are more likely to do the right things at the right time and act in the right way. As we see a marked rise in flexible working, it has never been more important to create clear cultural parameters that influence your people irrespective of where they happen to be working from.

Culture is often created accidentally or by default. In this part, we look at how to define and shape a winning culture within your team or business.

- A values-led rulebook
- A resilient culture - defining it, creating it and leading it
- Work from office, home or anywhere?
- Culture as vice-captain



## Part Three - The People

Your people have the potential to be your biggest asset as a leader. Sadly, they also have potential to be your biggest liability if you fail to make the right decisions. In this part, we'll look at strategically constructing a desired organigram for you part of the business as well as focusing on attracting, retaining and developing your people.

We'll also focus on the skillset required to deal with people problems and problem people.

- Who do you need?
- Attracting the right people
- The pillars of development
- Managing problem people



## Part Four - The Delivery

Leadership is ultimately about results. Everything else should be seen as contributing to what you achieve. In the final part of the programme we'll look at your options to monitor team and individual performance as well as setting appropriate goals and targets.

With a focus on managing staff working from the office, home or anywhere, we'll consider the tools available to you to best 'get things done' individually and as a collective.

- The great productivity lie
- Productivity-drivers v KPI's
- Monitoring results, activities and behaviours
- Getting things done



# enabling actions



By the end of these four sessions, delegates will be able to:

- ✓ Adopt the mindset of a leader and communicate an inspiring vision to their people.
- ✓ Ensure that they develop a culture deliberately which reflects their and the organisations values to drive consistency of action and behaviour.
- ✓ Strategically build a team that they take responsibility for developing and managing.
- ✓ Monitor the activities, behaviours and results of their team and be confident in intervening where required.



These sessions are suitable:

- ✓ For managers and business leaders who are new to people management or have not attended any previous structured training.
- ✓ For small groups of up to 8 delegates who will be from a range of companies and recruitment sectors. The four sessions are roughly 3 hours each including a break.
- ✓ For delivery via Zoom with delegates joining remotely from home or work. They are interactive workshops which include breakout rooms and delegates are expected to contribute.

## change behaviours