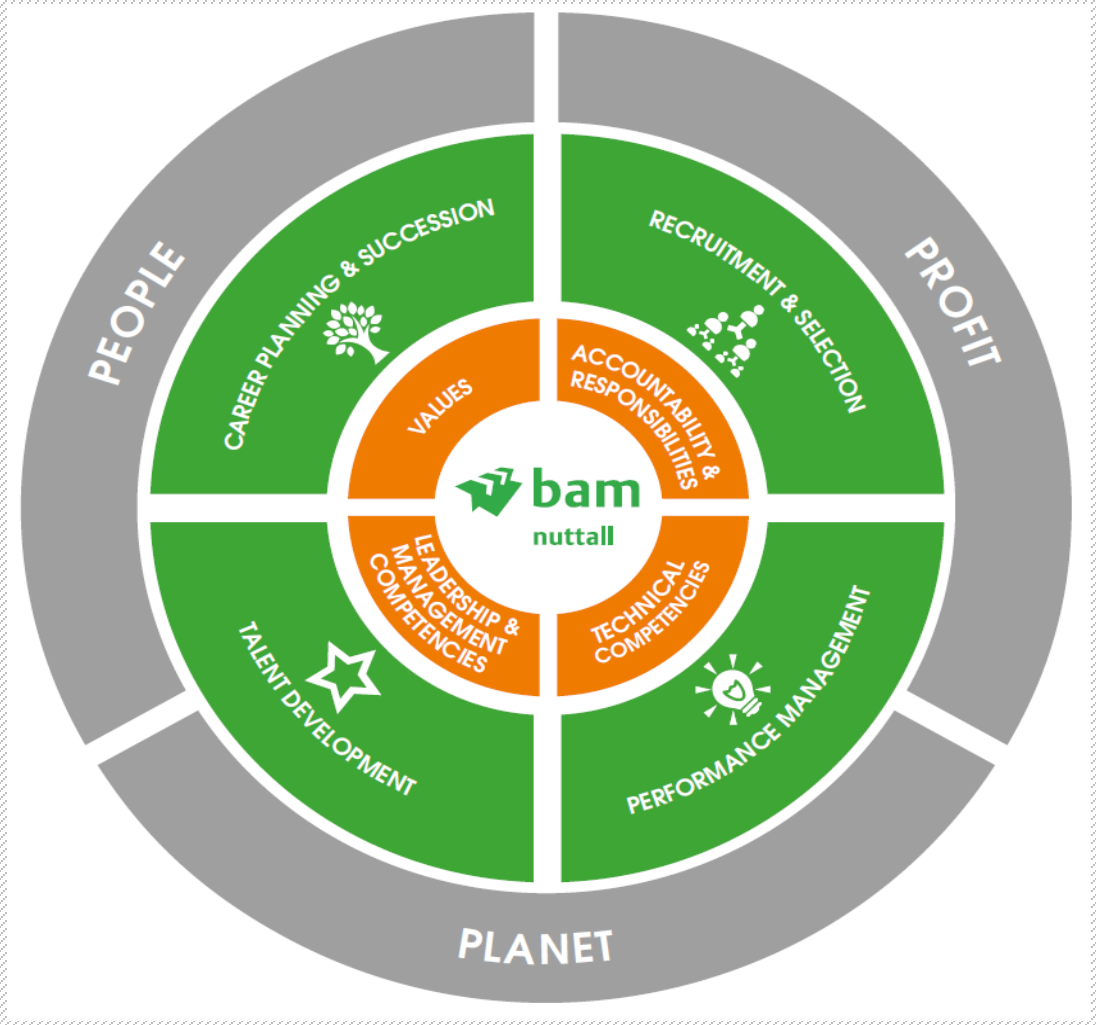
Introduction to BAM Management Programme Workshop 2

January 2021

Domestics

Competency Framework



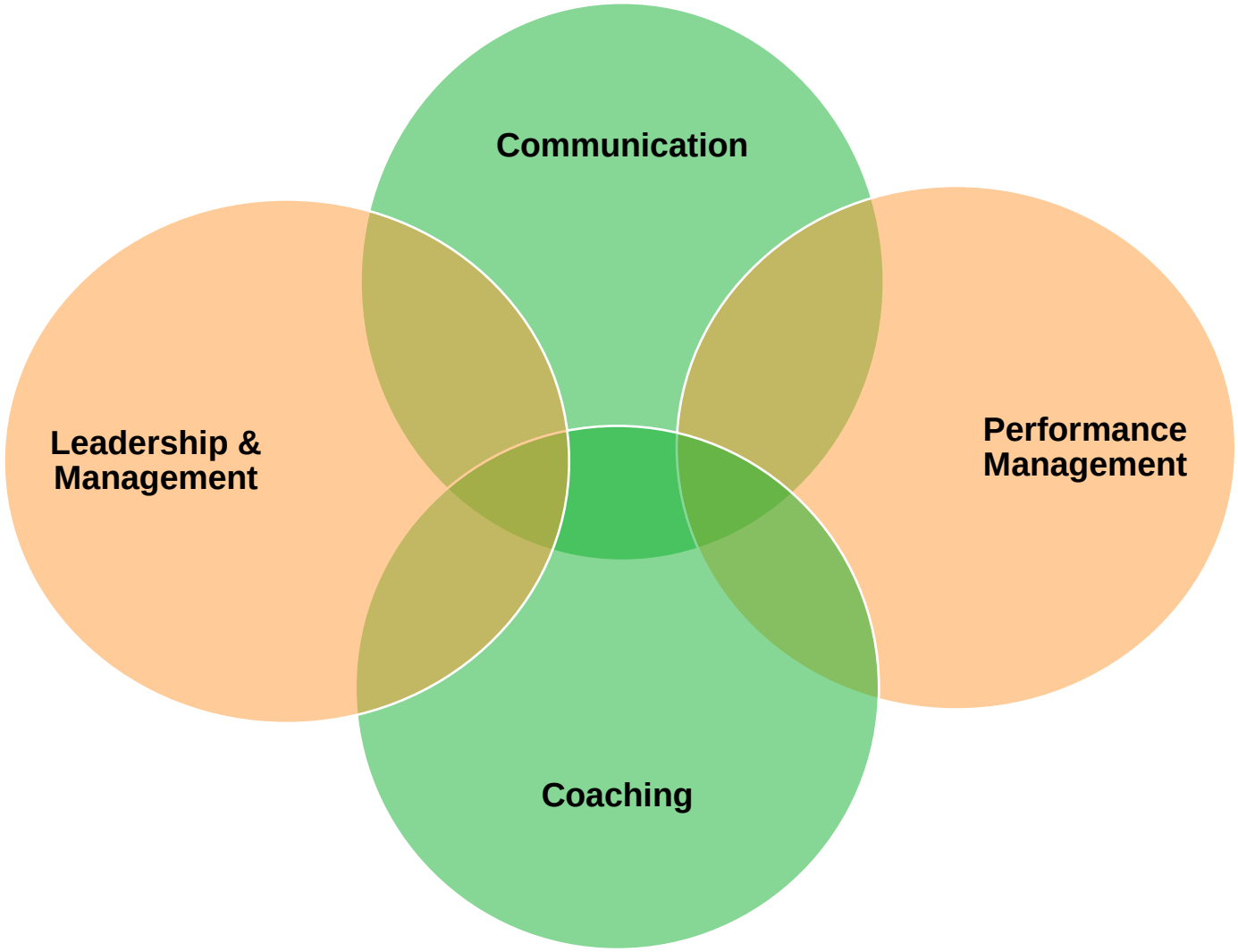
Bam Nuttall Limited
Registered No. 3888671

Objectives

By the end of this session, delegates will be able to...

- Understand the skills required of a Manager in order to have a successful team
- Explain the importance of communication within the workplace
- Demonstrate how to use the Performance Management Cycle with people in a team
- Recognise how to have an effective coaching conversation
- Understand the difference between being a Manager vs being a Leader
- Explain how motivation and change can impact people in a team

How to be an effective Manager



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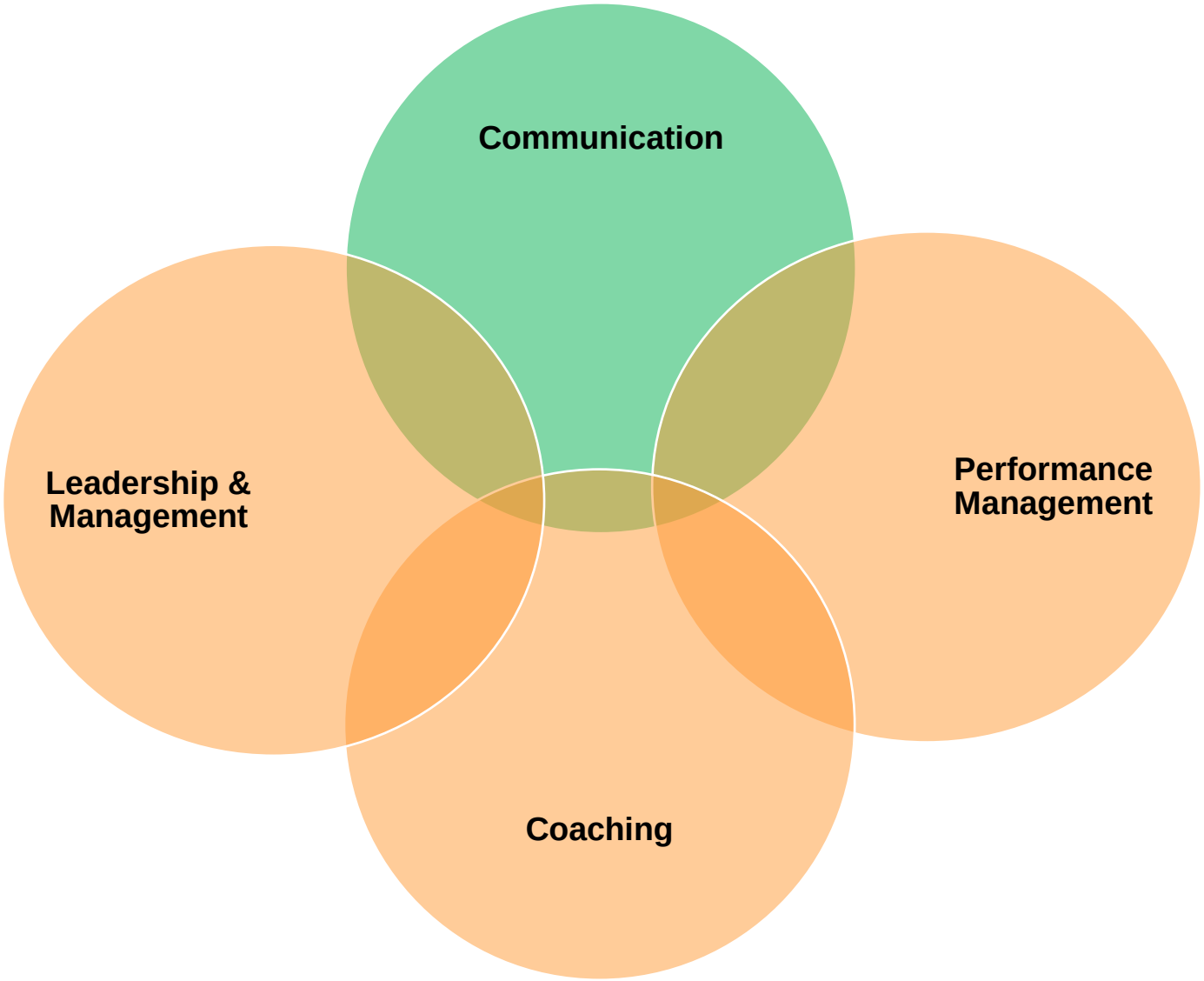
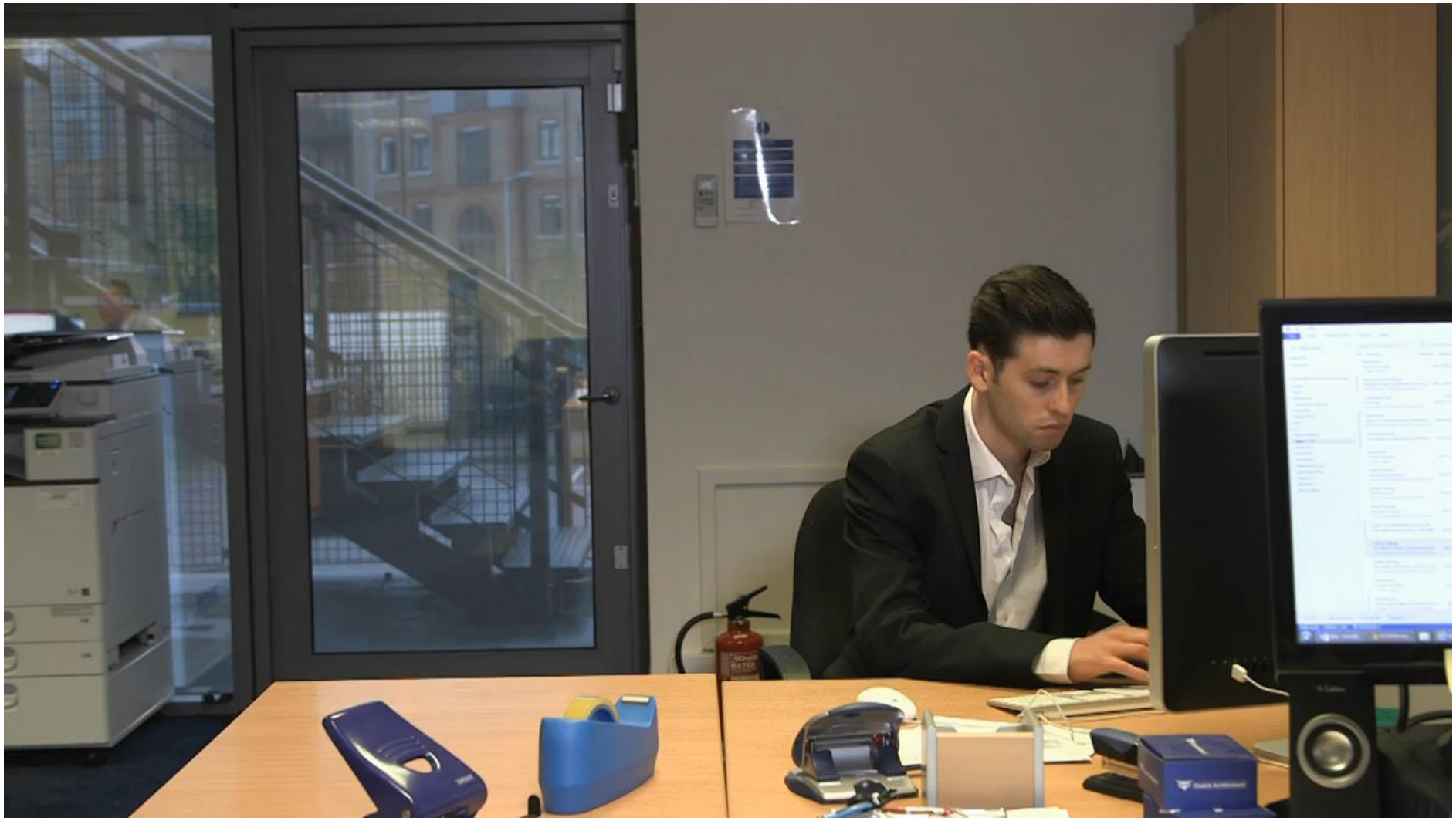
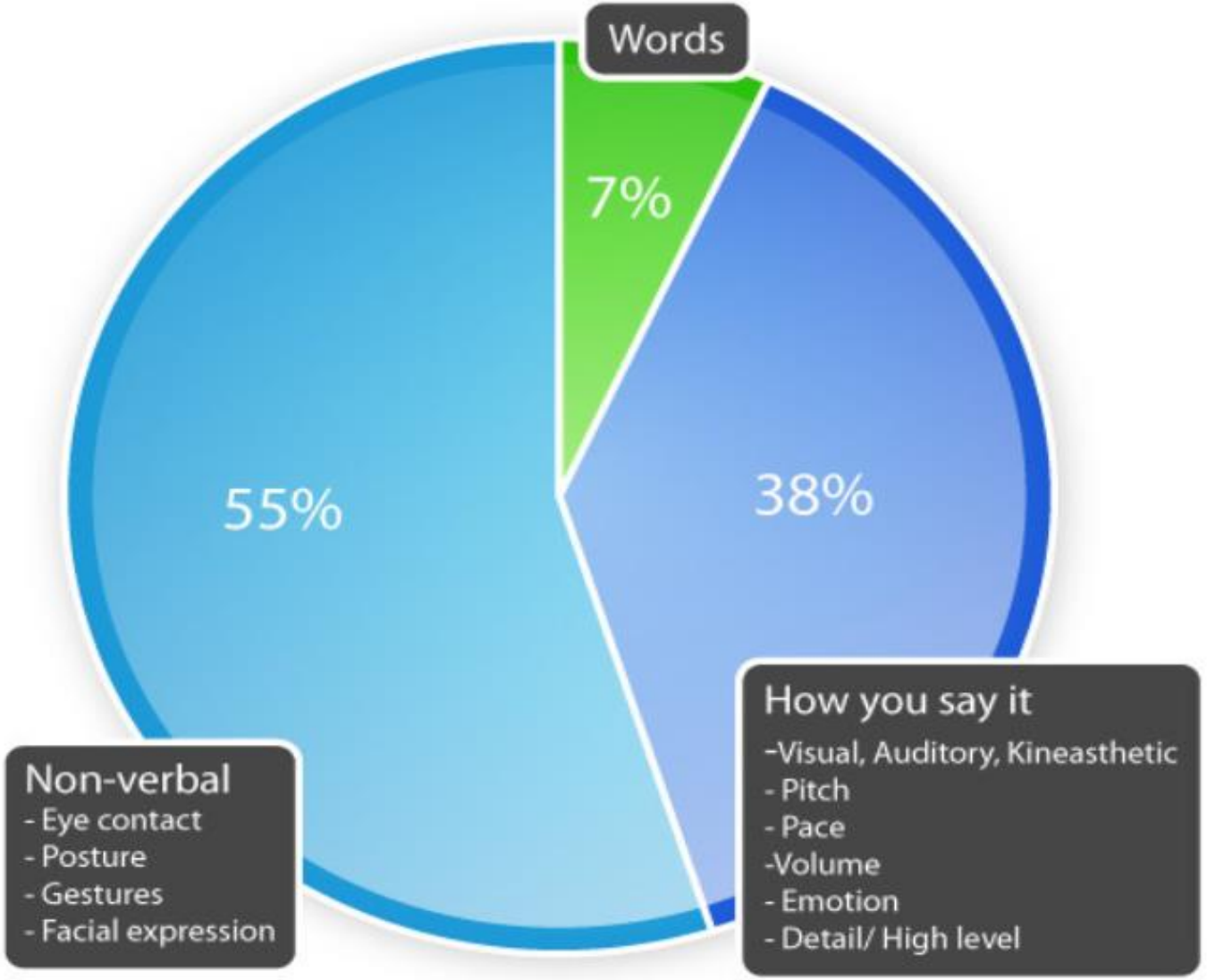


Office Meetings



How we Communicate



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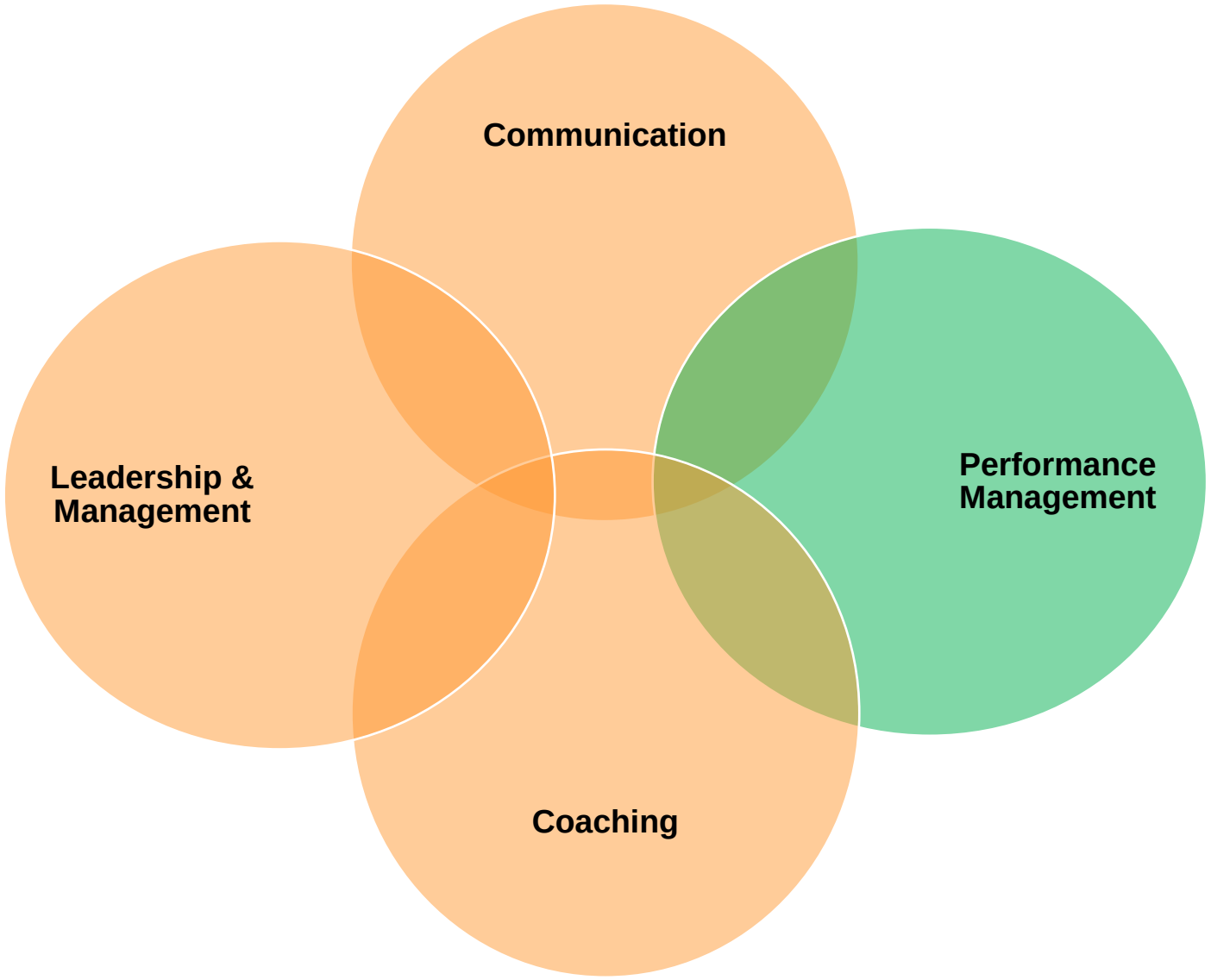
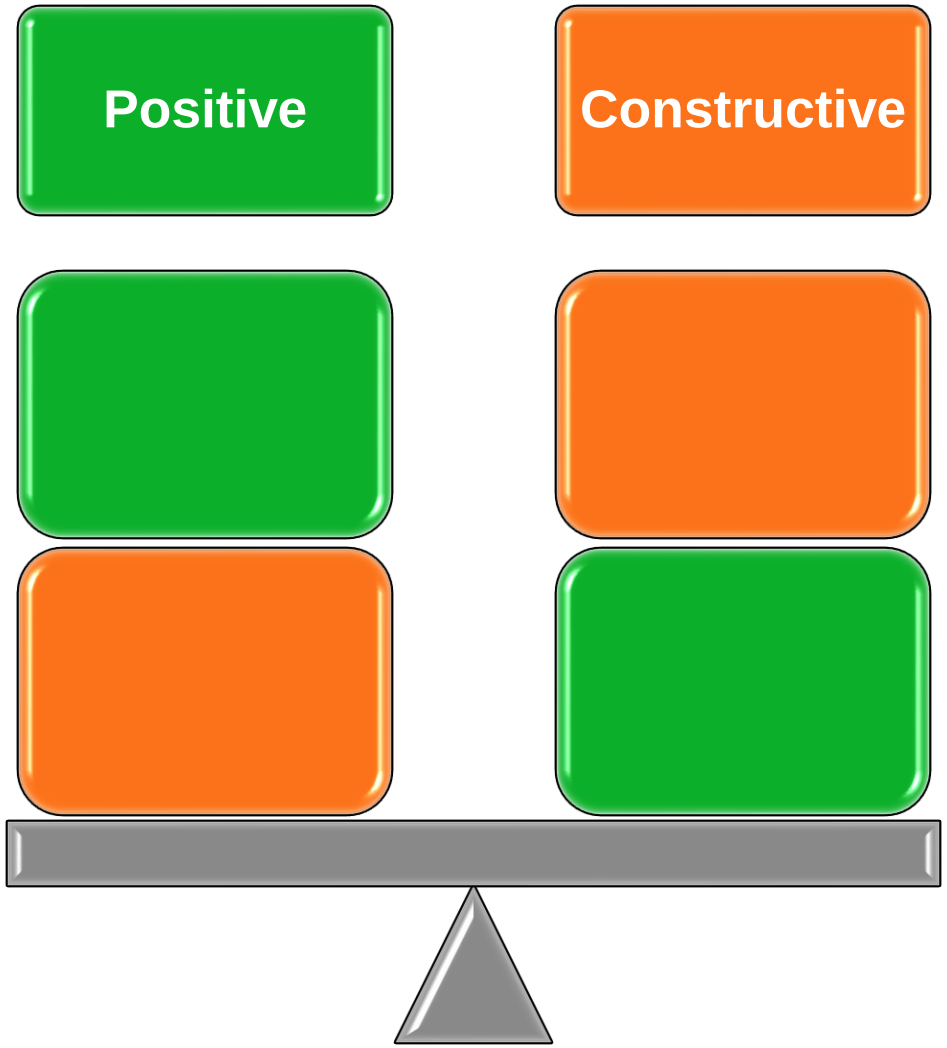


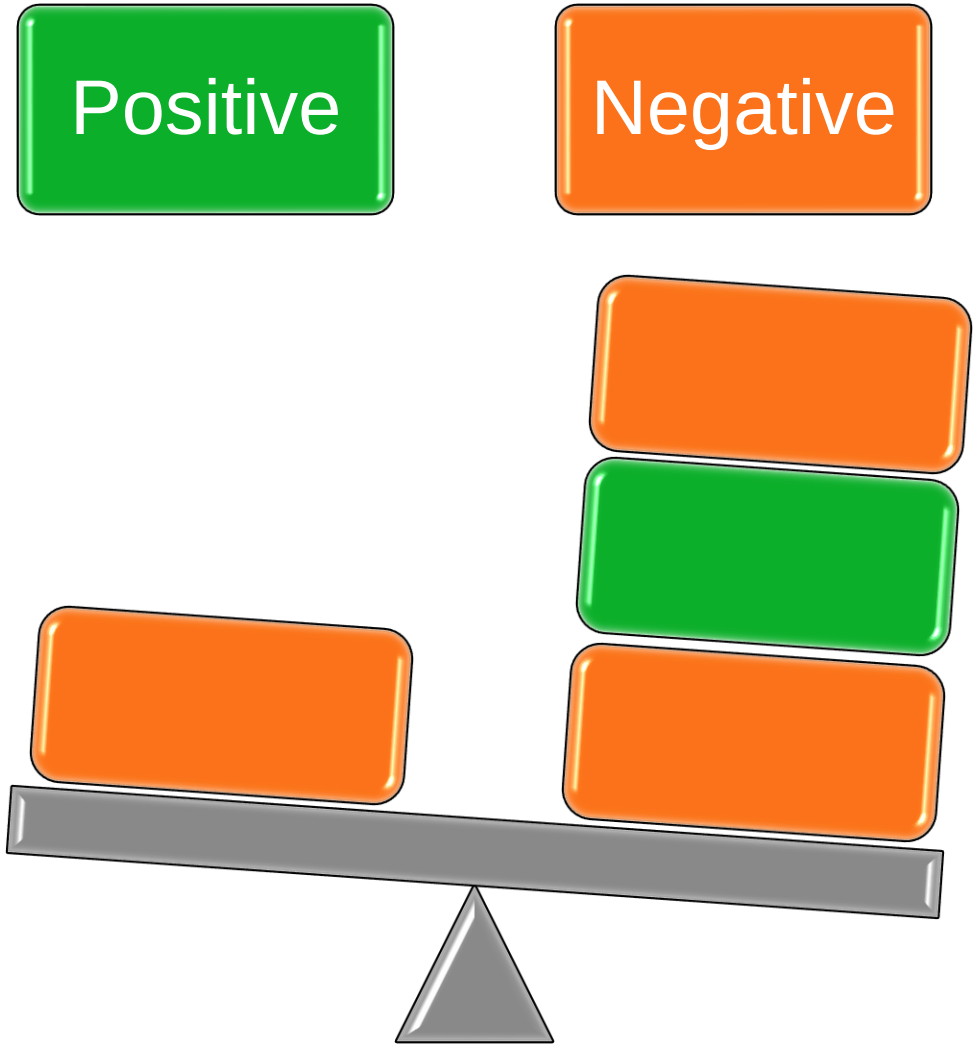
What is Performance Management?

The Performance Management Cycle

Balanced Feedback

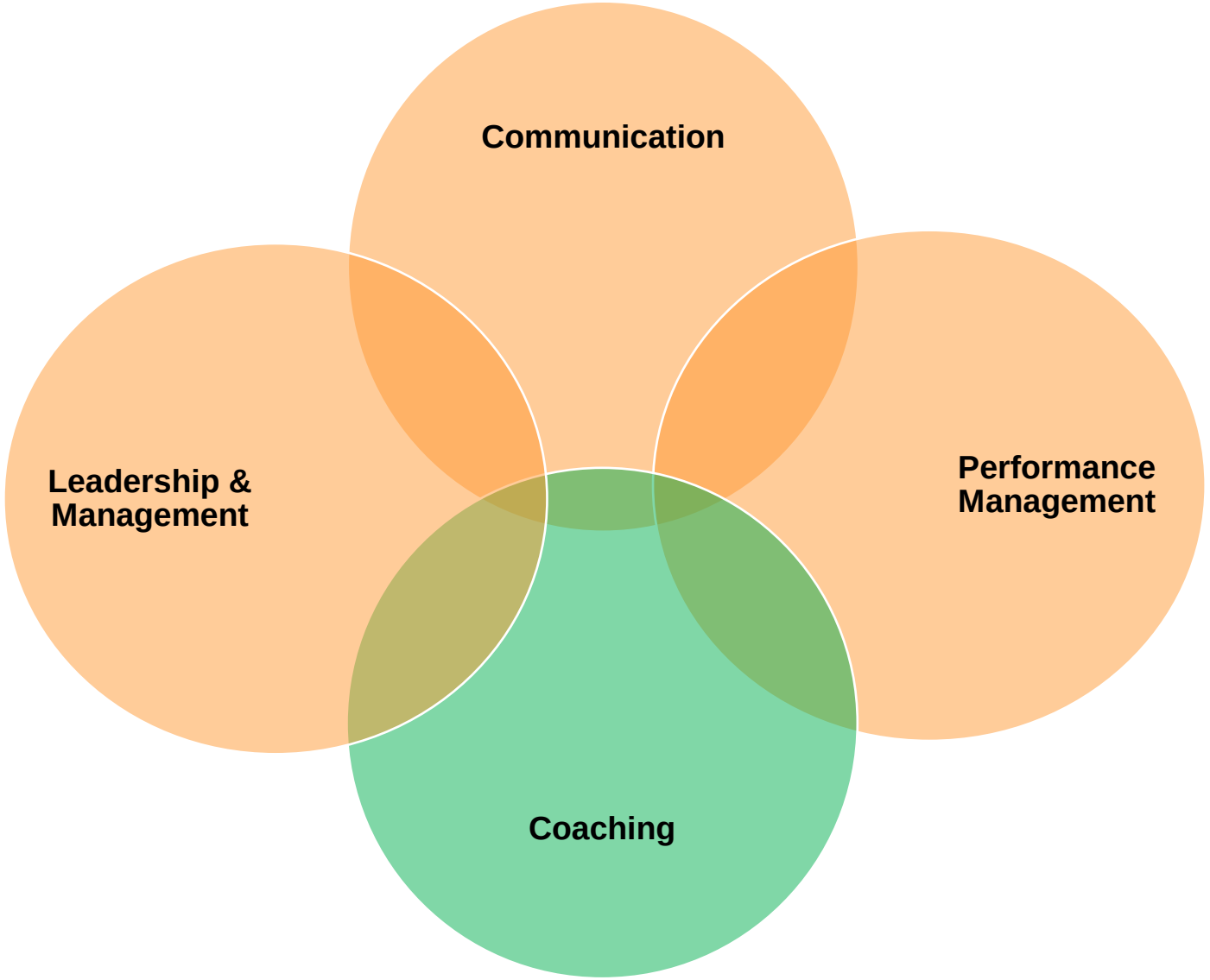


Balanced Feedback – The Reality



The Performance Management Cycle - PMC

How to be an Effective Manager



The GROW Coaching Model

G

- What is your goal?
- Where do you want to get to?

R

- What is the reality?
- Where are you now?

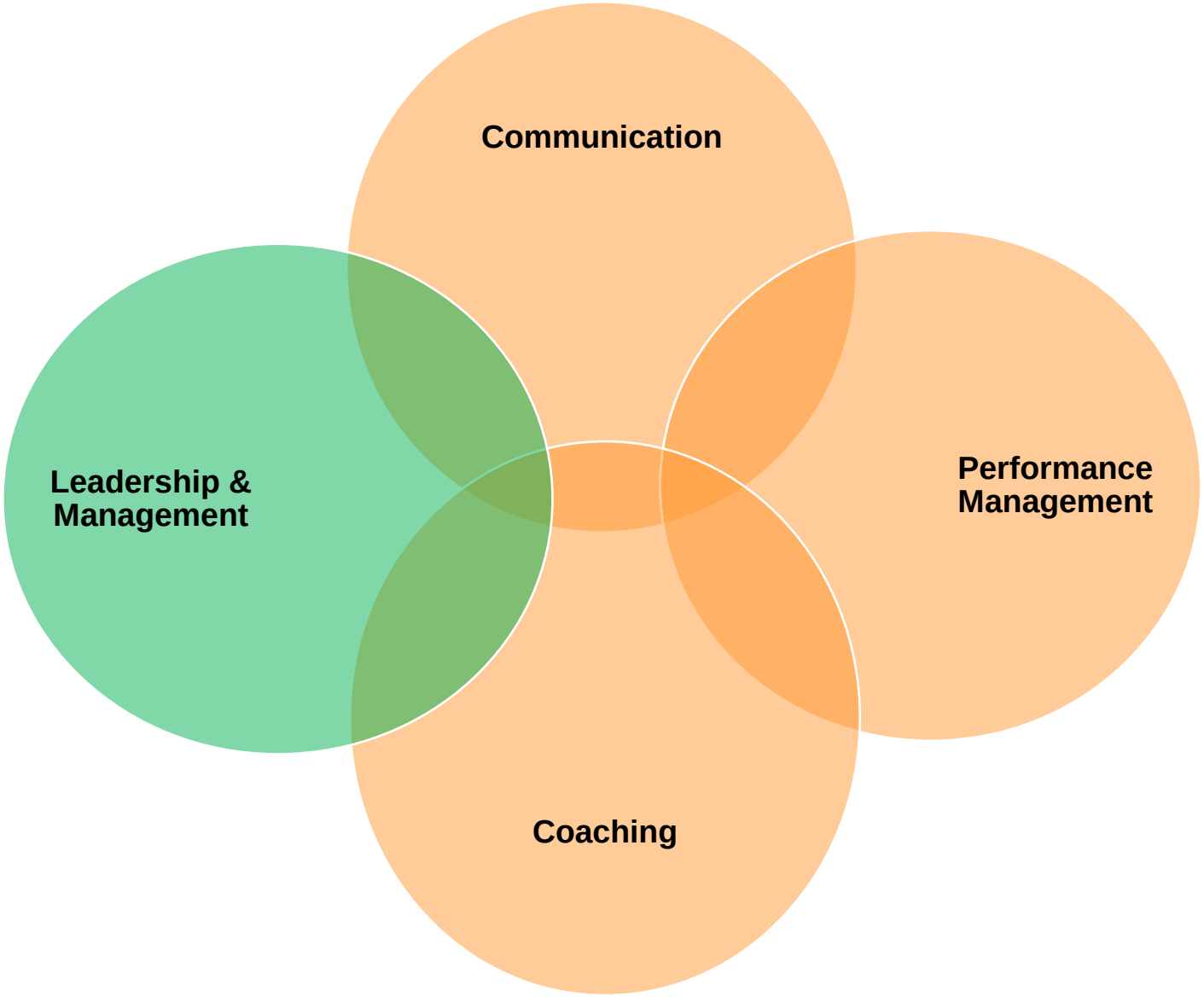
O

- What are the options/obstacles?
- How will you achieve this/What will stop you?

W

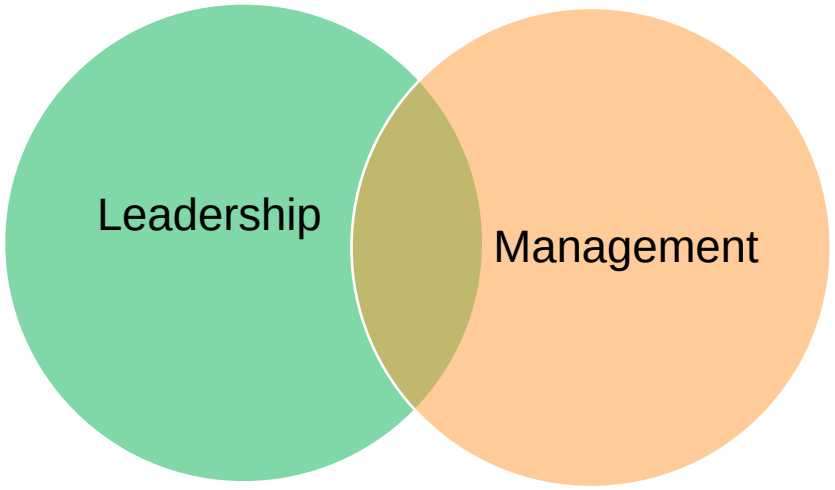
- Wrap-Up
- What is the agreed way forward?

How to be an Effective Manager



Leadership vs Management

People-Orientated
Attitudes focused
Behaviour/Action
Inspirational
Visionary
Involves People
Leads through others
Listens & Motivates
Asks People
Pull-Approach
Risk Taker



Task-Orientated
Skills-based
Rational Thinking
Processes
Methods
Calculations
Authority
Telling People
Push-Approach
Analysis
Systems

Motivation and Engagement

Employee engagement is a property of the relationship between an organisation and its employees. An "engaged employee" is one who is fully absorbed by and enthusiastic about their work and so takes positive action to further the organization's reputation and interests. (Wikipedia)

Three Levels of Engagement

Level 1 - Engaged

- Engaged employees work with passion and feel a profound connection to their company. They have drive innovation and move forward with the organisation.

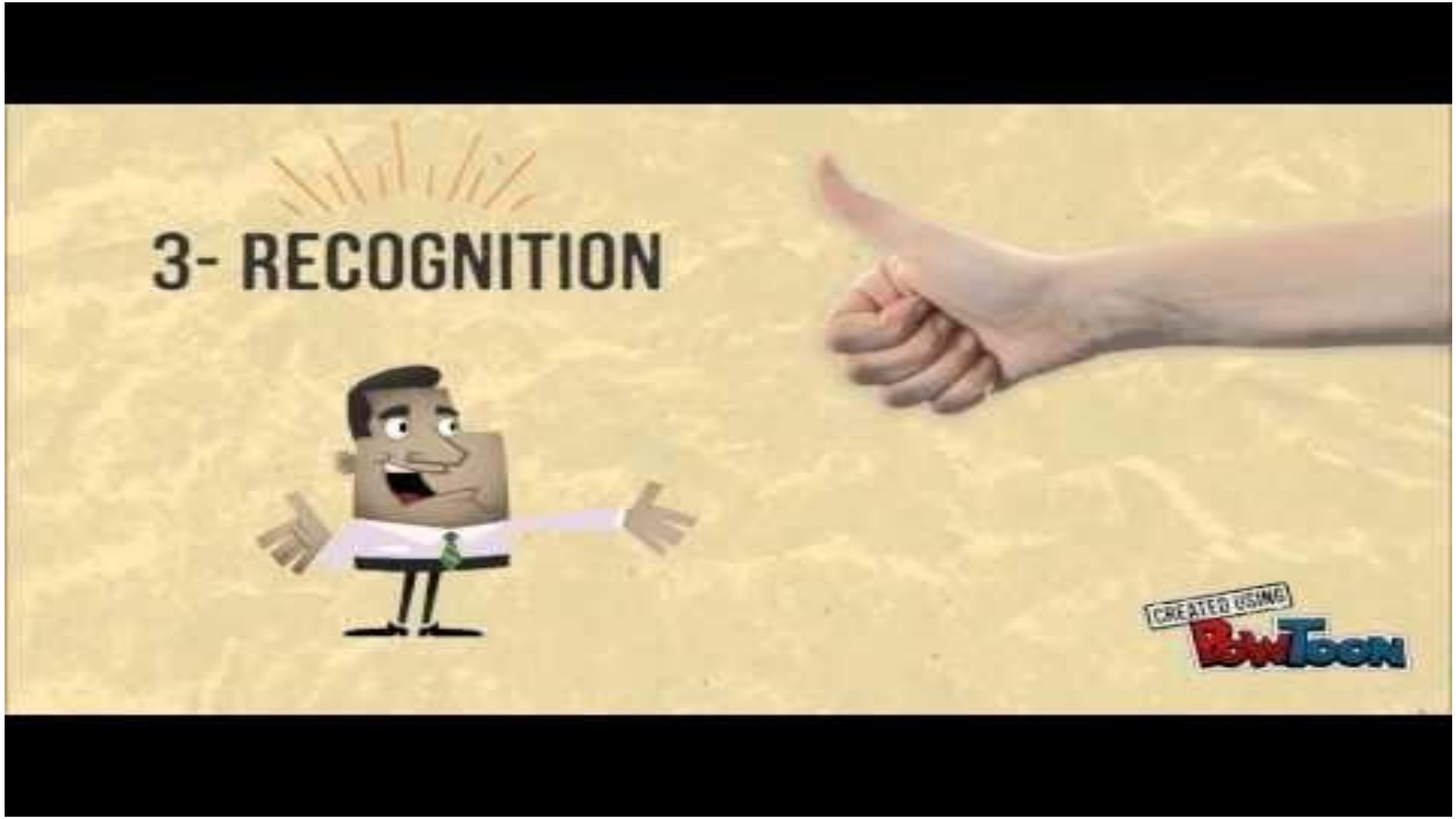
Level 2 - Disengaged

- Disengaged employees are essentially “checked out”. They’re sleepwalking through their workday putting time, but not energy or passion, into their work.

Level 3 Actively-Disengaged

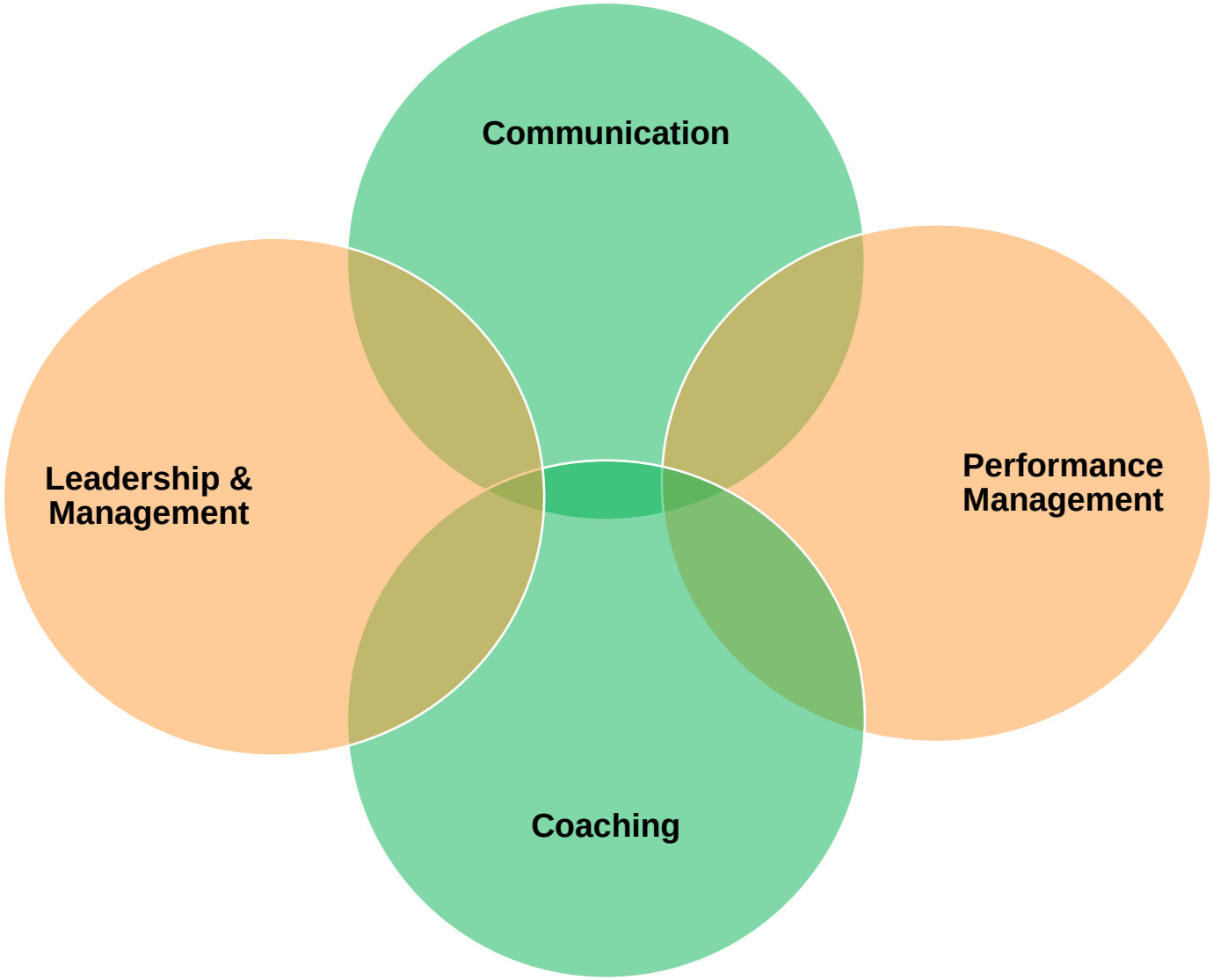
- Actively Disengaged employees aren’t just unhappy at work; they’re busy acting out their unhappiness. Everyday these workers undermine what their engaged co-workers accomplish.

Herzberg 2 Factor Theory



Tuckmans Team & Group Development Model

How to be an Effective Manager



Next Steps

Work
Think BIG
Success
CREATIVE
Concept
Process
Performance
BEST idea

ACTION
PLAN

Thank you for your input and involvement