



Welcome to Clarity

...THE Management
Masterclass Programme
from Kirsty Craig Associates

Clarity  is an innovative programme of interactive masterclasses that will equip your leaders, both new and existing, with the key skills to manage their team for success.

Our collaborative learning delivery style increases trainees' confidence, and feedback from previous delegates has shown that it leads to long lasting change for the better, which can be enhanced further with individual coaching. The programme is delivered by our qualified experts whose own commercial know-how underpins the accredited Clarity  course experience.

A simple investment of just one full day per month over a seven month period is all it takes, and gives the trainees the opportunity to put into practice what they learn and then reflect on their achievements with their fellow trainees at the next session. Each Clarity  day is held at our training centre in Chester or elsewhere if needed.

“People don't generally
leave the job...
they leave
poor managers.”

Each masterclass is run over the course of one day and covers...

Month	Masterclass...	Outcomes...
1	What sort of people manager are you? <ul style="list-style-type: none"> Get to know yourself as a people manager – this module will include a behavioural survey and the provision of a Strengths and Development Report to inform the focus of your programme of activities 	<ul style="list-style-type: none"> Recognise what constitutes good leadership and effective management Application of leadership theories Perform self-analysis using various tools and models to determine your preferred management style Know your own individual strengths and development areas Understand the importance of Emotional Intelligence in Business Leaders Develop awareness and practice skills and behaviours that are outside of your current operating style Recognise other's operating styles and how to engage them through communication and behavioural strategies
2	Setting the HR Strategy for Successful People Management... <ul style="list-style-type: none"> Establishing your HR toolkit The difference between what is legally required and best practice 	<ul style="list-style-type: none"> Identify managerial activities that contribute to managerial effectiveness and develop a plan to attain this Understand why some companies achieve strategic success and others don't How your organisational goals inform your people strategy Knowledge and application of essential legislation that affects your HR operations The benefits of operating to best practice and potential risks of not adhering to it Applying soft skills to management practice

Month	Masterclass...	Outcomes...
3	Creating High Performance in Your Team... Build a team with the right mix of skills and personalities, to create a culture that promotes collaborative work, and then lead that team effectively: <ul style="list-style-type: none"> The importance of Culture Creating highly engaged employees Communication and effective feedback 	<ul style="list-style-type: none"> How to assess a team against high performance models Create a roadmap to achieve high performance How to avoid where teams typically fall down: delegation, motivation and engagement The importance of communication and effective strategies to deliver both positive and negative feedback Strategies for conflict resolutions and difficult conversations
4	Performance Management... <ul style="list-style-type: none"> Why managing your employees' performance is important Appraisal documentation planning and format Develop and practice the necessary skills 	<ul style="list-style-type: none"> Understand theories that inform performance management Develop an appropriate framework for informal and formal performance management Create a set of relevant and informed performance appraisal document templates Cultivate the skills to deliver an effective appraisal
5	Essential Legislation for People Managers <ul style="list-style-type: none"> Policies, best practice and legal implications 	<ul style="list-style-type: none"> Knowledge of the employee lifecycle and management touchpoints An awareness of equality and diversity legislation Manage your absence policy in line with legislation Develop a framework for managing disciplinaries and grievances effectively
6	Recruitment Skills and Techniques... <ul style="list-style-type: none"> Exploring, setting and following a recruitment process that works Selection techniques, including competency based interviews 	<ul style="list-style-type: none"> Become confident in a range of selection techniques Develop a process that works for your organisation Understand and comply with relevant legislation Become practiced in the format and structure of competency based interviewing techniques Learn how to become an employer of choice
7	Developing a Coaching Style... <ul style="list-style-type: none"> Management models in relation to coaching Develop coaching skills 	<ul style="list-style-type: none"> Learn why coaching is a valuable management tool Relate to a selection of management models Know when coaching is the best option How to develop your team

Course fees £1,610 per course.

*Single day course attendance available, subject to delegate numbers and inclusive of behavioural survey & report on day one.

£460 for first day
£255 per day thereafter

Please note: so delegates get the maximum benefit from each day, numbers are limited to no more than 10 per session

For further information please contact Rachel on  01244 732074