

Effective Development for Support Staff Team Leaders

Course Overview

Challenging conversations and managing conflicts

- Gain confidence to hold structured, effective conversations across a wide range of situations
- Identify actions and changes in behaviours to resolve issues
- Develop self-awareness of your conflict management style
- Create a positive and resilient approach to conflict resolution

Holding people to account, developing performance and capability

- Effectively manage performance issues, through objective feedback and early interventions
- Understand the policies that support good performance management
- Develop your ability to hold challenging conversations that engage individuals to focus on evidence and action for improvement, working within the relevant policies and support plans

Building resilience and managing stress

- Understand the factors that may affect your personal resilience
- Understand your personal action plan to build personal resilience and resilience within your team

Details

This one-day workshop will take place at New College Pontefract on Tuesday 19 November 2019 from 9:00am to 1:00pm.

Cost

The cost per delegate is **£25.00**. To book the course, please use the booking form on the CPD section of the NCTSA website (www.nctsa.uk). Alternatively, email cpd@nctsa.uk for more information.

Terms and Conditions

Places are only guaranteed once full payment is received. Outstanding balances must be settled prior to the day of the event.

Cancellations/Refunds

Due to financial outlays, bookings for courses are non-refundable. Attendee substitutions can be made – a colleague may attend instead of the person originally booked at no extra cost at the start of the course. NCTSA reserves the right to change or cancel the programme should circumstances beyond their control necessitate it.