

Case Study Specialist Interventions



Management Development Managing Difficult Situations

A team of Directors and line managers in a fast growing and exciting business wished to explore developing employee dynamics. It was recognised that this was and would bring changes as the company continued to develop and expand. There was a short window of time when all tiers of the management team would be available to spend some time as a group.

agnostics	 Telephone & face-to-face consultation took place with representatives to ensure key issues were considered. Proposals were made and discussed.
	 A comprehensive event was designed to support line management in handling difficult situations. Access to the organisations Staff Handbook, policies and procedures were important in the design of the
Design	event to ensure confident and consistent manager behaviour.
Delivery	 The event was a demanding and concentrated programme. With this in mind, presentation material was developed to provide a high level of detail to be used as reference as and when required at a later date The event was attended by both Directors and this added to a sense of support, ownership and commitment.
	•As the event closed, participants spoke very positively about the content and discussed action plans for
fter the event	 the future. In response to discussion during the programme, additional materials to develop other areas of knowled were posted for circulation.

Be....

Be calm, Be happy, Be carious, Be decisive, Be excellent, Be thoughtful, Be responsible, Be an inspiration, Be a good listener, Be good arientated, Be willing to learn, Be great, Be the best, Be positive, Be a leader, Be focussed, Be proactive, Be considerate, Be abjective, Be an achiever, Be alert, Be fair, Be determined, Be a great team, Be the first choice, Be diverse, Be relaxed, Be confident, Be mindful, Be strategic, Be self-aware, Be motivated, Be a motivator, Be...