

LEADERSHIP SKILLS FOR MANAGERS IN THE FOOD AND DRINK SECTOR

A 3-day leadership development programme for those who manage teams of supervisors / team leaders in the Food and Drink sector.



Certification: **Optional**, trainees have the option to earn an Award in Leadership and Management from Institute of Leadership and Management.

Aimed at: Managers in the Food and Drink sector or those aspiring to develop their personal and team effectiveness in this critical role

Trainer: Established 15 years ago, **Invisio** are highly rated providers of people and organisational development training. They have significant experience working with companies in the food and drink sector and have delivered leadership and management programmes to member companies of Food Drink Ireland Skillnet since 2013.

Programme Objectives

At the end of the programme participants will:

- understand what it takes to become an effective Manager in the Food and Drink sector
- have and increased level of self and team awareness
- be able to communicate more clearly with others
- know how to deal with people related issues on the line and develop their own colleagues' performance
- be able to hold a critical conversation with individuals and team members.
- be able to handle conflict with greater confidence and ease.
- understand their role in the financial success of their business whilst adhering to best practice in quality management

Programme Content

Day One

Programme Induction

About Organisations

- Vision, Mission, Strategy and Objectives
- Structures
- Connecting the team with the organisations vision and strategy

Your Role as a Manager

- Where you fit in / What is expected of you
- Production versus production capability – ensuring your team can effectively deliver
- Traits and Styles of leaders
- Your Style of Leadership
- Situational Supervision
- Supervision vs Management vs Leadership

Communications Skills

- Importance of Effective Communication
- Stages in the Communication Cycle
- Barriers to Effective Communication
- Different types of communication including oral, written, visual and electronic
- Significance of non-verbal communication.
- Techniques of face-to-face and indirect communication.

Day Two

Review of learning to date

Communications (cont'd)

- Ground rules for giving and receiving feedback
- Role play with feedback
- Developing assertiveness
- Tips and techniques for handling challenging people and situations

The Disciplinary Process

- Interpersonal Behaviour and support skills required to monitor discipline in the workplace
- Before you get to a disciplinary process, the questions you need to ask yourself
- Understanding the process, your role and the boundaries

Personal Action Plans

Day Three

Business acumen

- Understanding the impact your role has in relation to financial performance of the organisation
- Financial indicators for a profitable business
- Profitability and return on investment
- Budgetary planning
- Budgetary control

- Identifying and reducing waste
 - In procurement
 - In production
 - Managing labour costs
- The link between quality and finance
- The cost of poor quality

Personal Development Plan

- Gap analysis
- 70:20:10

Close and Review

Certification (optional)

Certification

An Award in Leadership and Management from the Institute of Leadership and Management (ILM) equivalent to NFQ Level 6. An extra half day will be required for trainees progressing for certification.

Work Based Projects

Managers will be asked to complete a work-based project in an area of people and performance management that is practical and specific to their own development or that of their team. Each Manager will agree their own project with their Manager and the project must be submitted to the training provider in order to be assessed for certification. Further information will be provided at the programme induction.

To book your place, or for more information, contact Samantha Owens, Food Drink Ireland Skillnet, on (01) 6051615 or samantha.owens@ibec.ie