



GETTING THE VERY BEST FROM YOUR PEOPLE

Tuesday 11 March 2014

13:00 for 13:30 – 16:30hrs

Ramside Hall Hotel, Carrville, Durham DH1 1TD

This workshop is designed to equip delegates with a ‘toolkit’ of skills, techniques and awareness to assist them in building their capability and confidence with leading, managing and developing their people in both a practice and a business environment.

It focuses on helping all people managers to build the relationships necessary to achieve their goal of highly capable, confident and motivated employees, the results of which are higher productivity, lower staff churn, fewer sickness days and ultimately better overall firm/organisational efficiency and profitability.

This course is ideal for anyone who currently manages others (or who has an aspiration to do so). This workshop is aimed particularly at partners/directors and middle and senior management.

Content will include

- Typical Performance Issues – Symptoms or Cause?
- Behaviour, Performance & Results – the connection
- The Four Performance Essentials
- The Line Manager/Leader’s role in improving performance
- Your recipe for improvement - skills, technique & style
- The influencing skills toolkit
- Giving good quality feedback – filling the blind spots
- Behavioural styles – the missing ingredient

Speaker: Tim Sayers, Head of Consultancy & Training, PDW Group Ltd Working with a range of clients in Hospitality, Agriculture & Professional Services Tim helps drive their business performance through the developed of their people . Fundamental to Tim’s success has been putting the customer first and being passionate about helping people and businesses to succeed.

Costs:

Online Booking - £84.00 inc VAT, Retired/not employed £42.00 inc VAT

Postal Booking by cheque - £90.00 inc VAT, Retired/not employed £45.00 inc VAT

Places can be reserved online at www.icaew.com/northern or by completing the form below - for further information contact Alison Tait on 0131 202 1252 alison.tait@icaew.com

I/we would like to attend Getting the very best from your people on Tuesday 11 March 2014

Ref: DNORSEM140311

If paying for multiple attendees please insert the lead name below with details of others - name, organisation & membership number - overleaf

Name: Organisation:.....

E-mail: Tel:.....

Address:

..... Postcode:

Institute Membership No. (if applicable): Tick this box if you require a VAT Receipt

I wish to reserve place(s) at the above seminar. I enclose my cheque for £..... payable to “NSCA”

Closing date for bookings Tuesday 4 March 2014

Institute Membership No. (if applicable):

RETURN TO: RETURN TO: ICAEW Northern, PO Box 417, Newcastle upon Tyne NE3 9AS