

StepUp B.A.S.E



ANCORA
Training Solutions

Programme Description

The [StepUp B.A.S.E](#) Management Programme has been designed for Managers to learn how to work more effectively in the workplace. To recognise their own resources and capabilities enabling them to work to their full potential.

B.A.S.E. represents the 4 Modules - Boundaries, Appraisals, Staff Retention and Emotional Intelligence. The training provides opportunity for participants in each module, to hear the benefits of implementing behaviours and process, see the benefits through demonstration of previous knowledge and apply them during group exercise.

There will be evaluations through discussion at the end of each module and again at the end of the programme. Participants will gain skills, strategies, and techniques to implement new process and manage behaviours.

Learning Outcomes

On completing this Programme Participants will be able to:

Module 1 - Boundaries

- Examine alignment of company values and the impact on employee behaviour and boundaries in the workplace.
- Identify personal boundaries and outline action to support effective management in the workplace.
- Examine communication strategy and the benefits of having established structured communication in place to ensure goals are achieved.

Module 2 - Appraisals

- Assess implementing regular appraisals to set performance expectations and provide support for ongoing feedback.
- Demonstrate delivering feedback during appraisals using praise and criticism with the BOFF (Behaviour, Outcome, Feelings, Feedback) Principle.

Module 3 – Staff Retention

- Examine the benefits of recruiting the right talent and compare the common characteristics that differentiate the most talented from the reasonably talented.
- Analyse staff turnover using a data log and compare the results to determine trends which impact staff retention.
- Evaluate the information gained when conducting an Exit Interview to diagnose and improve performance.

Module 4 – Emotional Intelligence

- Recognise emotional intelligence, what it is, how it is linked to performance and how relative it is to self-awareness.
- Examine and discuss using emotional intelligence to recognise behaviour and improve interpersonal relationships in the workplace.
- Demonstrate managing behaviour to reduce the impact of negative behaviour in the workplace.

Participants will receive handouts to enable record notes from the tasks completed. Participants will have the opportunity to discuss and explore issues relating to the content and the ways in which they have encountered these issues in their work. There will be the opportunity over the training to allow participants to experience “real” situations and scenarios to transfer the theory of the course into practice.