




REVIEW OF THE COURSE

A PERSONAL ACTION PLAN FROM THE 'STEPPING UP INTO MANAGEMENT' TRAINING SESSIONS					
MODEL/THEORY	A VISUAL REMINDER	WHAT I TOOK FROM THE PRINCIPLE	WHAT DO I NEED TO DO?	HOW/WHEN/WHO (TO HELP)	COMMENTS
DAY ONE: TEAMS AND MANAGEMENT STYLES					
John Adair: Action Centred Leadership					
Stepping Up into Management – walk round the body parts!					
Characteristics of High Performing Teams					
Meredith Belbin: 9 Team roles (including results from your test)					
Bruce Tuckman: Stage of Team Development					
Management Styles: Range of 13 different styles on a spectrum					
Hersey and Blanchard: Situation Leadership					
DAY TWO: COMMUNICATION & MOTIVATION					
Shannon & Weaver: Communication cycle					
Mehrabian's Rule: 7-38-55					
VAK (including results from your test)					



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Honey & Mumford (including results from your test)					
Listening: Who listens to you and why? How does it make you feel?					
What motivates you: (including results from your test)					
Iceberg theory					
Abraham Maslow: Hierarchy of human need					
Frederick Herzberg: Dual Factor theory					
John Stacey Adams: Equity theory (including results from your test)					
DAY THREE: CONFLICT & DIFFICULT PEOPLE					
Sources of Conflict					
Stages of conflict					
Thomas Kilmann: Conflict resolution styles					
10 types of difficult people	