

# Management

## CONFERENCE 2019

### Morning Plenary

#### Policies and Politics:

We will talk about the current state of politics and sector policies and ask the question - What we can learn from current affairs, to be better managers now and in the future?

Facilitator: Jay Kennedy, Director of Research and Policy, DSC

Speakers: Kristiana Wrixon, Head of Policy ACEVO, Daniel Ferrell-Schweppenstedde Policy Manager, CAF

### Moving into Management

#### It's Murder in Management

Nobody said the transition from being managed to being a manager would be easy! It can, all at the same time be daunting, challenging and exciting. Therefore considering some of the fundamentals of the role when you become responsible for the performance, motivation and output of others will be useful in growing your confidence. We will look at making the transition, your hopes and fears, expected management qualities and some other key issues to consider in your new role.

Speaker: Eileen Browne, DSC Training Consultant

### Managing for Managers

#### Influencing Up the Line

You have a responsibility to manage your staff and communicate messages from senior management but you also have a responsibility to communicate, challenge and influence your senior managers. Explore what gets in the way for you when influencing up the line and look at how to communicate effectively to improve you're working relationships and ensure your key messages are heard.

Speaker: Cathy Shimmin, Senior DSC Training Consultant & Performance Coach

### Organisational Management

#### Communication, Conversation and Conflict

This session explores the communications skills that are vital for effective management. It will focus upon: understanding your own communications style and how these interact with the people you manage; overcoming barriers to effective communication; and the arts of active listening and open questioning. This will be an interactive session, also giving participants the opportunity to learn from one another.

Speaker: Miranda Lewis and Matthew Davis, M2 Consultants

### Managing your Team

#### Delegation: Things as a manager you should not be doing

If you feel you have far too much to do, starting your day with an impossible workload, chances are you are not delegating enough. When you delegate the right things in the right way, you will increase your team's output, and free yourself up to do a better job. This session will look at what gets in your way and how to delegate effectively.

Speaker: Chrissie Wright, DSC Associate

#### Frameworks for Feedback

As a manager you are expected to manage and that includes the performance of your team. Feedback, whether that be through annual reviews, monthly one to one's or the dreaded "difficult conversation" is a vital part of the learning and development of individuals.

In this session we will consider different methods for making these interactions as positive, constructive and affirming as possible. Avoid the pitfalls, get it right!

Speaker: Eileen Browne, DSC Training Consultant

#### Coaching for Successful Performance

Timothy Gallwey says 'Coaching is unlocking a person's potential to maximise their own performance'. Coaching: What is it? Why bother? When should I use it and not use it? How can I do it? Be the manager with that key. Get the answers to these questions to start that key turning.

Speaker: Heather Brierley-Staunton, DSC Associate

#### What does Success look like?

This session looks at how to evaluate and reflect upon your team's and organisation's impact. It will cover different types of evaluation; commissioning evaluations; and the opportunity to think through a learning strategy together.

Speaker: Miranda Lewis and Matthew Davis, M2 Consultants

#### Developing the People you Support

'Management is about getting results through people' says Peter Drucker, Management 'guru'. He said that in the 1960's and the same is still true today. Knowing what you can do as manager to develop people to be the best in their role takes you some way to getting those results. I will flip the Drucker quote slightly on its head in this session, while we look at the 'how to' of developing people and consider the benefits for all.

Speaker: Cathy Shimmin, Senior DSC Training Consultant & Performance Coach

### Case Study Session

#### Resilience and Resurrection the Maverick Way:

Join this informal yet inspirational talk that just proves - our organisations are fabulous and we CAN turn them around even in the hardest of times. Support in Mind Scotland thought they were dead in the water, at the end of the road and about to fold. Chief Executive Frances Simpson took some very unconventional decisions and action to go from sinking to sailing. Her story might challenge your thinking and will inspire your actions.

Facilitator: Cathy Shimmin, Senior Training Consultant at DSC

Speaker: Frances Simpson, CEO Support in Mind Scotland

#### Time Management for Managers

Managing our most precious resource can be a daily challenge both at work and at home. As you move into management, this is an opportune time to learn ways to become more personally effective at using the time you have available to you. The aim of this session is to help you regain control by identifying the fundamentals of managing your workload. Together we will consider the most common causes for poor "time management" and some key strategies to make us more effective.

Speaker: Eileen Browne, DSC Training Consultant

#### Manage with Confidence

Being in a management role throws an array of challenges and situations at us. This means that whether we are experienced or brand new to the role, we can all take a wobble sometimes and fall prey to our own self-doubt and fears that we are not getting it right. This workshop looks briefly at the causes of that but more importantly, explores how we can regain and convey our confidence to be the best version of ourselves as managers.

Speaker: Cathy Shimmin, Senior DSC Training Consultant & Performance Coach

#### Creating the Organisation Culture you Want

Firstly, you need to define the organisation culture and values you want and then realise these in the way people behave and interact with each other. Understanding that people perform well when they feel good about themselves means creating a positive environment and culture that supports this. This session will look at motivation and the key elements of an empowering culture.

Speaker: Chrissie Wright, DSC Associate

#### Belbin: Understanding your team to get the best from them

Knowing your team and how they work means you can maximise their potential and get better results. Belbin identifies nine different team roles, each with a different set of behaviours. We will identify the strengths and weaknesses of these roles, reflect on the roles you have in your team and explore how you can get the best from them.

Speaker: Heather Brierley-Staunton, DSC Associate

### Closing Plenary

#### Inspirational talk

Debra Allcock Tyler has over 30 years management and leadership experience, in both the private and third sector. In typical Debra style, hear her talk honestly & openly about her challenges, failures and successes.

Speaker: Debra Allcock Tyler, CEO DSC