

# Getting The Best From Your Staff

**MATRIX**  
THEORY INTO PRACTICE

## **This Event Is Intended For:**

---

New and experienced Curriculum, Programme, Cross-College Managers and Team Leaders who want to get the best from all their staff. It may also be useful to those who face problems in working with some of their colleagues.

## **Focus**

---

Further Education is subject to constant change and increasing workloads. The challenge for managers is to support and encourage all their staff .

If you manage a team, most of the time most of the staff want to work, and to do their best. However, from time to time, if you are a manager for long enough, you are likely to have staff in your team who are more difficult to manage. Their behaviours are more persistently difficult, and can have a damaging effect on your confidence and enthusiasm.

This event provides practical guidance on the tried and tested good principles of management, to ensure all staff get the best treatment available and are managed well. It then focuses on the classic 'difficulties'; negative staff, low motivation and morale, staff who blame and are resistant to change ,aggressive, intimidating and dismissive staff and under-performance. It provides specific examples of how to address these issues. You will also have the opportunity to identify additional persistent difficulties, which will be addressed in the final session.

*"Arnie's presentation absolutely hit the mark. Inspirational! I can't wait to put it into practice with my own team."*  
A.P. The College of North East London.

## **During this event you will:**

- identify and use key principles and strategies
- be able to work positively with disaffected and disenchanted staff
- create a positive climate for staff
- challenge and positively address blame cultures
- deal with specific difficulties associated with negative staff
- discuss ways in which you can add value as a manager in ways that staff appreciate

## **Forthcoming Dates**

---

**Thursday 25th March 2010**  
**Bewleys Hotel Manchester Airport**  
**MANCHESTER**

**Tuesday 25th May 2010**  
**The Marriott Maida Vale Hotel**  
**LONDON**

If you are unsure whether this course will meet your needs, please contact the MATRIX office. Terms & Conditions published on our website.

[www.matrix-training.co.uk](http://www.matrix-training.co.uk)

## Trainer

The trainer for this event is **Arnie Skelton** - ETD Ltd

Arnie is a consultant and trainer and has a background working in Further and Higher Education. He is an expert in the fields of motivation, coaching, tutoring and inter-personal skills and is renowned for his high energy and dynamic training courses. Arnie is also author and co-author of tutoring/tutorial resource packs.

## Programme

### Morning:

- 09.30 am - Registration and Coffee
- 10.00 am - Introductions, X-factors
- 10.15 am - Getting the best from all staff  
Key principles and strategies
- 11.00 am - Refreshments
- 11.15 am - The 6 key difficulties explained  
negativity - low motivation - blame  
resistant - under-perform - aggressive
- 11.30 am - Working with the difficulties  
The manager's perspective

### Afternoon:

- 12.30 pm - Lunch
- 13.30 pm - The 6 keys difficulties  
Strategies and associated skills
- 14.45 pm - Refreshments
- 15.00 pm - A practical demonstration  
Tackling the difficulties live
- 15.30 pm - The X-factors  
What else is difficult?
- 16.00 pm - Confirmation of the manager's role
- 16.15 pm - Close

## Booking Form

**Course Fee £225.00 + VAT**

**Please book me a place on 'Getting The Best From Your Staff' on:**

- Thursday 25th March 2010, Bewleys Hotel, Manchester Airport, Manchester
- Tuesday 25th May 2010, The Marriott Maida Vale Hotel, London

**I require previous night accommodation at the hotel:**

- Bed & Breakfast £89.00 + VAT at Bewleys Hotel, Manchester Airport, Manchester
- Bed & Breakfast £115.00 + VAT at The Marriott Maida Vale Hotel, London

**Delegate Details:** (Please print information clearly using **BLOCK CAPITALS**)

Title & Forename: \_\_\_\_\_ Surname: \_\_\_\_\_

Position: \_\_\_\_\_

College & Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

Special Needs: \_\_\_\_\_

**Payment Details:**

Invoice Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Purchase Order No: \_\_\_\_\_ Date: \_\_\_\_\_

Authorised by \_\_\_\_\_ Signature: \_\_\_\_\_

In submitting this application, you and your employer agree that approval has been granted for payment of the course fee. Your employer is responsible for payment of the fee once MATRIX has confirmed your place. Substitutions may be made at any time up to and including the day of the event. The full fee is payable unless cancellation is received in writing, 21 days prior to the event. Cancellations are not accepted for bookings made less than 21 days prior to the event. Bookings from private individuals are by special arrangement only.

MATRIX Theory into Practice Limited reserves the right to amend the programme, change venue or cancel the course in case of events beyond our control. Delegates wishing to make early travel arrangements should first check with the MATRIX office.

MATRIX is a trading name of Matrix Theory into Practice Limited. Registered in England No. 3039140