



for more information call  
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## Managing in a Downturn

### Responding to Economic Challenges

Over the next two years organisations will need to adapt to the economic changes caused by the recession. This means that to maintain its high standard of service delivery every organisation will need to achieve more with the resources currently available or in some cases less.

Managers will need to respond to this new challenge by ensuring that their respective teams and employees are supported, inspired and managed effectively during what could be uncertain times.

This programme recognises the need to train the managers to help them to be creative to unlock the potential within their teams and to provide the motivation and leadership required to maintain morale.

This programme is highly engaging and pragmatic requiring participants to be fully involved throughout.

As a result of this development programme participants will:

- Gain an understanding of their respective challenges and issues
- Develop a spirit of co-operation when working together
- Recognise their own leadership style along with their respective strengths and weaknesses
- Be introduced to a range of management tools and techniques
- Explore how to give effective feedback and its application in managing performance
- Understand the differences between management and leadership
- Learn techniques to use creativity when addressing challenges and solving problems
- Create a personal action plan for ongoing development of their individual competence and confidence in managing and leading others

Topics covered during the programme include:

- The qualities of an inspirational leader, the differences between transformational and transactional leadership.

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- The application and purpose of providing feedback.
- Management tools; a selection of tools and techniques which can help participants to increase their leverage as manager and leader.
- Needs and Gives; a framework that can help people to explore specific and pragmatic ways to develop more effective working relationships and an esprit de corps.
- The Emotional Bank Account; using positive feedback and praise to motivate and encourage.
- Creativity and Problem solving; an introduction to what is creative thinking and why is it relevant to business. Using creative thinking techniques and tools.
- Learning sets and action planning

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