

Canopy Programme Managers & Deputies

Leadership Programme for Managers & Deputies



Leadership Programme for Managers, Deputies, Support Coordinators and Officers



Aims of the programme:

- Increase confidence and make you more effective
- Understand your strengths and how to use them
- Learn new skills
- Refresh your existing skills
- Build a pipeline for future promotions
- Have a ripple impact across Outward & Newlon of great management



Core Topics & Modules (4.5 days):

- Launch event for participants (with a short section for your managers to attend)
- Management & Leadership Good Practice
- Understanding yourself & others
- Looking after your yourself and dealing with stress
- Developing others (and for Outward staff Care Workforce pathway values)
- Delegation
- Communication, Impact & Influence
- Celebration event – end of programme





Other elements (3.5 days):

- Coaching conversations, giving and receiving feedback & addressing poor performance (1 day)
- Customer Service (0.5 days)
- Dealing with Incidents & Accidents and Near Misses (0.5 days)
- Day in the life of, shadowing (done separately to programme days, not in the 4 days here)
- Mentoring (done separately to programme days, not in the 4 days here)
- 'Stepping up' (1 days)
- Values based recruitment (0.5 days)



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