



Supporting Social Care providers in Surrey

## A series of 3 free workshops

Adult Social Care Grant (formerly NTSG Grant) funding is enabling SCA to offer a choice of 3 additional workshops, due to increased demand, to support the further development of leadership and management skills and business processes.

**WORKSHOP 1: Developing Effective Management Wednesday 4<sup>th</sup> February 2009 from 9:30am -1:00pm followed by Buffet Lunch at The Conservatory, The Whiteley Homes Trust, Whiteley Village, Walton on Thames, Surrey, KT12 4EH**

Consistency of management is a key part of a successful business. Without effective management you are unlikely to have fully effective staff. We will discuss what your organisation expects of an effective manager, how that is monitored and reviewed. The required knowledge, skills and behaviours of managers will form a significant part of this workshop. Have your managers become managers as a result of being effective workers? If so, what skills have you given them to enable them to be effective managers?

**WHO IS IT FOR? Senior managers and managers** who are responsible for ensuring managers and team leaders are effective as 'managers'.

**WORKSHOP 2: Developing Effective People Wednesday 11<sup>th</sup> February 2009 from 9:30am -1:00pm followed by Buffet Lunch at The Conservatory, The Whiteley Homes Trust, Whiteley Village, Walton on Thames, Surrey, KT12 4EH**

What makes your people perform well? This question will form the basis of our workshop. We will look at direction, motivation and learning and development through from induction and throughout employment. We will take some time to explore measurable objectives for your people at all levels throughout the organisation.

**WHO IS IT FOR? Managers and team leaders** who have people management and supervision responsibilities.

**WORKSHOP 3: Culture and Communication Wednesday 25<sup>th</sup> February 2009 from 9:30am -1:00pm followed by Buffet Lunch at The Conservatory, The Whiteley Homes Trust, Whiteley Village, Walton on Thames, Surrey, KT12 4EH**

This workshop looks at your culture and your expectations of your people. Are they clear about their roles and responsibilities? Do they know where they fit in? How do you create an environment where everyone has the opportunity to be involved? All of these questions will be covered during the workshop. We will also be discussing the importance of good, clear communication and exploring how that can be achieved consistently and to good effect.

**WHO IS IT FOR? Senior managers and managers** who are involved in day to day interactions with staff

# LEADERSHIP AND BUSINESS DEVELOPMENT

## REGISTRATION FORM

Places are limited to 12 candidates per course.  
Places will be offered on a first come, first served basis, and a waitlist held.

**Eligibility Criteria: County of Surrey care providers only**

Please note that places will be confirmed via email, so please ensure you write your email address clearly

<b>REGISTRATION DETAILS:</b> (Please complete one form per delegate and print clearly)							
Title		Firstname		Surname		Job Title	
Company				Email			
Tel				Fax			
ADDRESS:					Town:		
County					Postcode:		
Please state the number of employees in your company:							
Please state any special Dietary Requirements:							
Please state any special requirements: access, audio, visual etc.							
<b>I would like to register for the following workshop(s):</b>							
1	<b>Workshop 1</b> –Developing Effective Management - Wednesday 4 <sup>th</sup> February 2009 For senior managers and managers					YES /NO	
2	<b>Workshop 2</b> – Developing Effective People - Wednesday 11 <sup>th</sup> February 2009 For managers and team leaders					YES /NO	
3	<b>Workshop 3</b> - Culture and Communication - Wednesday 25 <sup>th</sup> February 2009 For senior managers and managers					YES /NO	

Please return to:

**Post:** Lisa Mack, NTSG Administration, Briar Dene, Guildford Surrey GU10 1PW or via Email [Lisamack1@aol.com](mailto:Lisamack1@aol.com) or Fax 01252 782938