

# Manager Training for Flexible Workforces

*A workshop for managers committed to embracing and maximising changing workforce dynamics*

Organisations are moving towards flexible workforces that embrace part timers and flexible working conditions in the workplace. In order to meet commercial realities of deadlines, meet clients' expanding expectations, and manage evolving teams, managers need an additional set of high-performance skills.

**Manager Training for Flexible Workforces** is a workshop that helps managers leverage organisational policies, maximise the talents of their people, and enhance communication for changing workforce dynamics.

## Does this sound familiar?

- Unable to retain parental-leave returnees in your team?
- Unsure how to be a more communicative manager and retain team talent?
- Having trouble embracing part-time employees into your team?
- Want to create a dedicated team around flexible working conditions but there's a lot of friction from other parties?
- Striving to provide team continuity and lead by example but having trouble managing everyone's expectations?
- Team stability is affected when people return from extended leave

## How it will help Managers?

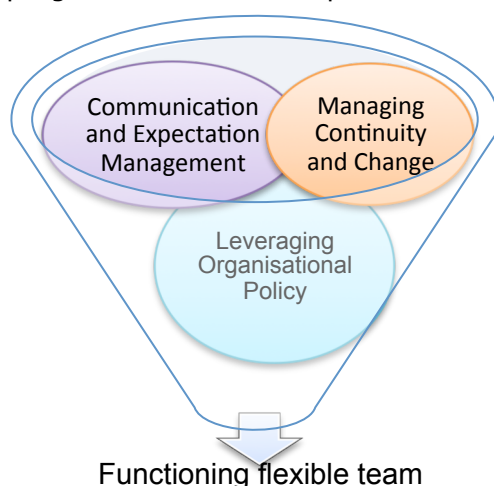
- ✓ Provide a better understanding of the organisation's policies on parental leave and flexible working and how best to apply these within their team
- ✓ Create more focused communication techniques to generate positive conversations
- ✓ Increased ability to expose and manage the expectations of all stakeholders
- ✓ Greater confidence in influencing better individual and team responses to change
- ✓ Insights into the psychological aspects of being in transition

## What Organisations will gain from the workshop?

- ✓ Boosted employee retention
- ✓ Greater uniformity in return-to-work experiences
- ✓ More effective team communication during transitions
- ✓ Increased uptake and understanding of organisational policies
- ✓ Enhanced seamless continuity management
- ✓ Better management of expectations to mutual benefit
- ✓ Improved resilience for individuals, managers and teams

## Workshop Modules

The program content is composed of three inter-related modules.



## Leveraging Organisation Policies

- How best to apply organisational policies in parental leave and flexible working in managing a team
- Exploring what aspects of policies currently work well within the team, what doesn't and why? Gaining insight from other participant's experiences

## Communication and Managing Expectations

- How to create mutually beneficial conversations, ask good questions and avoid assumptions
- How to manage expectations upfront for all stakeholders

## Managing change and continuity

- How to identify impacts of intentional and incidental change, and make plans to reduce negative impacts
- Four basic principles for managing people through change

## How we do it?

- Half-day program (approx. 4 hours)
- Limited numbers for maximum interaction and safe conversation (10-12 people)
- Provision of tool kits for participants
- Interactive, conversational, idea sharing, question-asking environment
- Facilitated by Debbie Marks (designed with Helen Palmer)

## Additional Feature

Further support for Managers who would like help to embed the ideas and techniques learnt in the workshop is available through one-to-one coaching with the facilitators. Please contact Debbie or Helen for further information regarding this service.

## About The Edge Coaching and Debbie Marks

The Edge Coaching was founded by Debbie Marks after her successful 12 year career as an IT Project Manager started to conflict with her desires to be a "Good Working Mum".

Debbie left the corporate world, retrained as a Business Coach and developed The Working Parent Resilience Program and other programs to support organisations moving to a more flexible work environment.

For more information about The Edge Coaching or Debbie Marks please go to <http://www.theedgecoaching.org>, <mailto:Debbie@theedgecoaching.org> or call Debbie on +61 (0) 423 649 212.



## About Helen Palmer (RHX Group)

Helen Palmer helps growing organisations make the most of their people and knowledge. With 20+ years applied experience, she has shaped and facilitated business change in large and small organisations in New Zealand and Australia.

Drawing on a multi-disciplinary background in applied psychology, knowledge and information management, Helen helps individuals in teams find ways to be great at work with meaningful practices and tools.



Helen is Co-Founder of RHX Group. RHX Group facilitates learning and change that enhances performance and enables innovation. For more information about RHX Group learning programmes, visit <http://www.rhxgroup.com.au/learning>