



# THE CONFIDENT MANAGER

## Being a manager can be hard

Management is a critical, pivotal role in every business. Yet over 80% of managers don't receive any training when they're promoted into the role!\*

Whether you're managing one colleague, a team, the business, or managing challenging clients and difficult suppliers, it's as though we're automatically expected to know what to do.

But it's not always as easy as that, is it?

The Confident Manager training programme can help.

## What does a confident manager look like?

Confident managers know how to have the difficult conversations needed to tackle small issues before they become big problems. They build positive work environments that are shaped by the needs of their team. And they adapt their communication styles to connect with each individual. Both inside and outside the business.

The Confident Manager training programme transforms hesitant, uncertain managers into skilled, effective, assured managers and leaders.

The programme is made up of three, 3.25 hour, face-to-face sessions, delivered over consecutive weeks, and has been strategically designed to cover the critical pillars of great management: communication, people, and managing ourselves.

## Session 1 - Communication

*Boosting understanding within teams, enhance collaboration and speak each other's language.*

Delegates will learn how to...

- Improve consistency, clarity & understanding in their verbal & non-verbal communication
- Actively listen to team members, hearing their words *and* their underlying message
- Analyse communications objectively to avoid possible bias
- Ask the right questions to generate the highest-quality answers
- Receive and learn from feedback, taking action to continually adapt and improve
- Deliver valuable feedback to help individuals perform to the best of their ability

*"The Confident Manager is a fully equipped training programme to deal with the challenges of modern management and leadership, presented by Alan in a warm, funny and engaging way - full of great strategies and tips"*

**Ben May, Operations Manager, Encompass SW, delegate**

Cont...

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## Session 2 – People

*Managing teams by leading, guiding, and empowering individuals to achieve their best.*

Delegates will learn how to...

- Differentiate between management and leadership, mixing both to support teams and the business
- Build trust among the team to create a safe environment where everyone feels empowered
- Manage at task, team, and individual level as needed, to drive the best results
- Adapt and adjust communication styles to support each individual based on their needs
- Delegate to promote independence, and greater freedom without micromanagement
- Create an environment that allows people to grow and learn from their mistakes

*"A really fun, engaging and interactive course. That has provided me with new strategies and mechanisms I can implement straight away for immediate change. I'd recommend this course for any manager or aspiring manager. Thanks Alan!" Gina Ince, Senior Marketing Services Manager, Troy UK, delegate*

## Session 3 - Managing Ourselves

*Managing others in an effective way begins with knowing how we can manage ourselves.*

Delegates will learn how to...

- Cope with change, to reduce disruption and maintain high levels of productivity
- Build resilience from within, tackling challenges with strength and confidence
- Get the most value out of workplace meetings, and utilise actionable insight
- Develop plans that continually push us forward on the right path
- Balance efficiency and effectiveness to work smartly and productively
- Manage time to squeeze the most possible value out of each and every opportunity

*"Empowering." Alina Stankus, owner, Venn Valley Vineyard, delegate*

**The Confident Manager** Programme runs at Node Cowork, 1 Enterprise Road, Roundswell, Barnstaple EX31 3YB in The Exmoor Room on 1, 8 and 15 July 2025 from 09:15 – 12:30 each day. Spaces are limited to 10 delegates. The cost of the programme is £435.00 per delegate with no VAT as I am not VAT registered. This price covers all 3 sessions.

To book, please contact me on 07881 023637 or at [alan@alanmead.co](mailto:alan@alanmead.co)

Please note that any bookings will only be confirmed on receipt of full payment, which is required within 7 days of the invoice being sent. Any cancellation received more than 4 weeks before the first day of the course will receive a 50% refund. Any cancellation more than 2 weeks before the first day of the course will receive a 25% refund. Any cancellation 2 weeks or less before first day of the course will not receive a refund.

\*Taking Responsibility – Why UK PLC needs better managers" was published in October 2023 by the Chartered Management Institute (CMI) and You Gov.

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