



Management **FAIR**

Thursday 23rd February 2012 – Euston, London

High quality management training specific to the Voluntary Sector



■ Manage your people
and manage yourself

■ Develop your
leadership

■ Network with other
managers and leaders

Organised by:

DIRECTORY OF SOCIAL CHANGE

From
only £25 per
session



Management**FAIR**

Why should you attend?

- Leave with practical ideas and solutions that you can implement to help you be a better manager and leader.
- Choose from a wide range of topics that suit you by designing your own personalised day of workshops and masterclasses. You can attend one or two sessions or make a day of it.
- Meet other managers and leaders who are dealing with similar challenges – a great opportunity to share ideas, best practice and support.
- Gain skills, knowledge, energy, motivation and contacts.

DSC Bookshop

Boasting a catalogue of nearly 200 titles, including much of the sector's most popular materials.

Copies of our books will be available on the day and DSC staff will be on hand to advise you on the most appropriate selection for your organisation.

What better price than **FREE**

Free Advice Surgeries

Between 10.00 and 16.00, Jane Klauber and Deborah Nathan, employment law specialists from Russell-Cooke Solicitors will be providing legal advice and guidance on any employment related issues you have. To book a 20 minute session, please email Annette Lewis alewis@dsc.org.uk

Free Information Sheets

Every delegate who attends will receive five free information sheets on Induction and Exit Interviews, Appraisals, Being an Assertive Manager, Effective Decision Making and Redundancy: a guide to your obligations.

Free Tea, Coffee and Biscuits

Use the session breaks as an opportunity to network with people in the sector, swap ideas and enjoy a free drink.

Book online now:

www.managementfair.org.uk

Registration from 9:00

9:30 – 10:00 Keynote speech from Debra

10.00-11.00

Building Trust within your Senior Management Team and Organisation

No man (or woman) is an island – this quote is never as true as it is when you're leading an organisation. You need a senior team around you committed to your vision, each other and your beneficiaries. We will give you insight into how to build your team into one you can trust and rely on to deliver.

Speaker: **Debra Allcock-Tyler**

MF1

BREAK

11.15-12.15

Building the Perfect Team

How can you get the perfect team when you can't throw money at it like a Premier League manager? How can you get a perfect team anyway when we're all just fallible humans? We will concentrate on the few simple things you can do to move your team towards being truly perfect.

Speaker: **Steve Prince**

MF2

BREAK

12.30-13.30

Resolving Conflict in a Team

Debate and argument may be healthy for a team but conflict will usually disrupt and cause achievement levels to drop. It's crucial that conflict is sorted early and it's the manager's job. But how do you do it? We will provide you with a motivational way of dealing with conflict so the team can return to its high performing best.

Speaker: **Steve Prince**

MF3

LUNCH 13.30 –14.30

14.30-15.30

Recognising & Managing Stress in Others

Stress is now the most commonly cited reason for long term sickness. We will look at how managers can notice signs of stress and how they can take a systematic approach to preventing and handling stress in their teams and their organisations. You will receive practical suggestions on how to reduce stress and how to manage difficult or sensitive issues.

Speaker: **Stephenie Linham**

MF4

BREAK

15.45-16.45

'Lean' for Leaders

'Lean': continuous improvement is a way of working which maximises service provision with the limited resources available. Maintaining and improving service provision with limited resources is one of the biggest challenges charitable organisations face in today's turbulent environment. We will provide an overview of the key principle within Lean and how to practically implement a Lean model across a charitable organisation.

Speaker: **Steve Harding**

MF5

16:45 onwards - Networking and free drink

10.00-11.00

Get the Right Person in the Right Job

Getting the wrong person for the job will take up your time and energy and produce the wrong results. You need to be clear on what it is that needs to be done and then match this to the skills and behaviour needed for the post before you begin the recruitment process.

Speaker: **Stephenie Linham**

MF6

10.00-11.00

Emotional Intelligence - Handling Relationships

Skill in 'managing emotions' in others is a large part of the skill of handling relationships, one of the main competencies of emotional intelligence. We will look at the specific skills needed to achieve competency in Emotional Intelligence, how to apply this in terms of leading groups and working with teams and how lapses in emotional skills can be remedied.

Speaker: **Patricia Adams**

MF11

10.00-11.00

'If I could turn back time' – Managing Time & Delegation

Busy managers can often feel like time is running away. We will provide tips, tools and different ways of thinking so that you can feel more in control of the time that is available to you. We will also cover the key steps involved in effective delegation.

Speaker: **Mike Phillips**

MF14

11.15-12.15

Nuts and Bolts of Managing People

It is people that get the results you need so you need to understand what it is they need from you, how to make them feel good and get the best from them. We will give you practical tips and tools to support your staff.

Speaker: **Stephenie Linham**

MF7

11.15-13.30

MASTERCLASS

Motivate your Staff - TAP into potential

Motivating your staff means understanding more about why people behave the way they do.

In this Masterclass we will explore the Transactional Analysis model of *'I'm OK, you're OK'* to impact your ability to manage people. We will look at a model of communication that enables people to explore and accept responsibility for their actions and behaviours.

We will give you a greater awareness of how people seek to be recognised both negatively and positively and also how to handle passivity in staff and manage their ability to take responsibility for handling problems and challenges in your organisations.

Speaker: **Will Daniel-Braham**

MF12

11.15-12.15

Leadership Development

This interactive session will help you to explore how you can take care of yourself as a leader and pay attention to your personal development. We will cover practical ideas for how you can develop yourself as a leader and ensure that you know why and how you can invest in your on-going learning and development.

Speaker: **Mike Phillips**

MF15

12.30-13.30

Managing Performance

Many associate managing performance with complex models that waste time and paper or targets and the consequences of failing. This workshop looks at the *Outcome Based Accountability™* approach to managing and improving performance which is based on answering just three questions and utilising the values of Simplicity, Common Sense, Plain Language, Minimum Paper and Usefulness.

Speaker: **David Burnbee**

MF8

12.30-13.30

Communicating Upwards

Find it easier to say nothing than speak up to your senior managers? Ever struggled to get a difficult message across to them? We will look at the importance of communicating effectively with your managers to improve your working relationships, your performance and the wider organisation. We will explore the barriers you have to communicating upwards and give you tools and tips to help you get across the information you need to.

Speaker: **Heather Brierley**

MF16

14.30-15.30

Managing for High Performance

How is it that some people seem to get so much more from their team? Same financial climate – same sort of organisation and yet they seem to be flying. We will give you practical, workable tips on giving more, getting more and achieving more.

Speaker: **Steve Prince**

MF9

14.30-16.45

MASTERCLASS

Advanced Communication

This practical and interactive masterclass will describe NLP (Neuro Linguistic Programming) and how the tools and techniques might be used by you as managers to support successful communication.

We will explore the power of words and how to use language more effectively. You will also have the opportunity to practice some key NLP techniques (e.g. mirroring, matching and mismatching) to build rapport and relationships with others. By the end of this session you will not only leave feeling empowered but you will have the ability to empower others through communication.

Speaker: **Mike Phillips**

MF13

14.30-16.45

MASTERCLASS

Manager as Coach

Managing people in the traditional sense just doesn't seem to work any more. Carrot and stick might have worked 20 or 30 years ago but not in the 21st century. The issue of control is often critical and suspending one's values and opinions when listening to someone else can be challenging.

Successful coaching is geared towards helping people to think and perform for themselves rather than reining them in. We will look at the difference between management and coaching conversations and a toolkit of preparation, skills and strategy that will help you to develop your coaching approach and integrate it into your day to day practice and leadership culture.

Speaker: **Chrissie Wright**

MF17

PLEASE BOOK THE FOLLOWING SESSIONS

(Please use block capitals in black ink) For Masterclasses use two lines as they are costed as two sessions.

Delegate attending (full name)	Job title	Delegate email	Session name	Session code	Optional Lunch Cost (light buffet £7 pp)
1					35
2					35
3					30
4					30
5					25
6					25
Total					

Method of Payment

How did you hear about us?

- Cheque** (made payable to DSC)
- Invoicing** (orders over £50 only)
- BACS** (ensure remittance is sent)

- Visa**
- Mastercard**
- Switch**
- Delta/Connect**

- Card no.**
- Security no** (last 3 digits on back of card)
- Valid from** **Expiry date** **Issue no** (Switch only)

Main Contact address

Name _____
 Organisation _____
 Address _____
 Postcode _____
 Tel: _____
 E-mail: _____

Billing address (if different from main contact)

Name _____
 Organisation _____
 Address _____
 Postcode _____
 Tel: _____
Cardholder's signature: _____

Specific requirements

- Hearing aid loop system Wheelchair access
- Large print handout material
- Sign language interpreter*
- Lip speaker*
- Other (specify):

*These must be booked by 27 January 2012



Confirmation statement:

I have read and agreed to DSC's Terms & Conditions
 Sign: _____ Date: / /

Tick List

- Enter name, job title and email for each person attending.
- Please insert the workshop name and code(s) of the workshop they wish to attend. These are listed next to each workshop.
- The pricing structure means that as your organisation books more workshops the price comes down. The first and second workshops are £35, the third and fourth are £30, the fifth and subsequent are all £25.

- If you want to book more than 6 workshops photocopy and continue on a new booking form – please note these additional workshops now cost only £25 each.
- If you require lunch, please fill in the amount per person.
- Enter the total cost of all workshops and lunch.
- For specific requirements, please make sure you tick the boxes on the bottom of the Booking Form. We will endeavour to meet all your needs. Please note that for a sign language interpreter or a lip speaker we need notification by 27 January 2012 in order to make the necessary arrangements.

- If more than one person on the booking form has specific requirements, please complete a separate form for each one.
- Complete payment details and sign confirmation statement.

Terms and Conditions

Advance bookings close on Friday 17 February 2012. Bookings received after this date will not be processed, but you will be able to book on the day. NB: Once you have submitted your booking whether you have sent payment or not you will be liable for the whole fee.

How to Book All bookings must be made in writing and can be submitted by post, fax or online at www.managementfair.org.uk
Managementfair 2012, DSC, 24 Stephenson Way, London NW1 2DP Fax: 020 7391 4808

Payments We can only issue an invoice for over £50. In order for us to process this, we must receive your booking postmarked no later than Friday 10 February. All other bookings must be accompanied by payment.

Online – credit card, request an invoice or BACS*
 By post – cheque (payable to Directory of Social Change) or with credit card, request an invoice or by BACS*
 By fax – credit card, request an invoice or by BACS*
 *If you wish to pay by BACS, please contact us.

Once payment has been received and your booking has been processed we will send you a letter of confirmation.

Cancellations Once you have submitted your booking, whether or not you have sent payment, you are liable for the whole fee. Bookings are only transferable to another delegate from the same organisation. They are not refundable. Only in exceptional circumstances can delegates qualify for a refund at the discretion of the Customer Services Manager, and in these circumstances a 25% administration charge will be deducted for each session cancelled.

Data Protection DSC will use the information you provide on your Booking Form (see opposite) for administering the sessions only. We will not disclose this information to any other person or organisation, except in connection with Managementfair 2012.