



The Role of The First Line Manager in Adult Care



Target Audience

The role of the team leader or first line manager in adult care is key to the success of all care business. Many have risen through the ranks with limited or no training at all in what it takes to lead, manage, support, and motivate others.

Team Leaders are the managers who have the closest relationship to those on the ground delivering services; they are the ones responsible for ensuring the team effectively carries out care and support duties in line with organisational expectations meaning their role is critical; if they are not effective, they will negatively impact employee morale which can lead to poor retention and poor quality of service provision.

Recent events have shown that a high percentage of the care and support workforce have left their organisation because of the person they report directly to, with many dropping out within their first 90 days of employment. This is being attributed to the skills that are lacking within team leaders such as poor communication, inability to handle difficult situations and manage conflict, a lack of staff morale and motivation, favoured relationships where managers have moved from 'one of the team' to 'leading the team', a lack of clarity on expectations as well as poor training, and mentoring support.

This level of ineffective leaderships leads to stressful situations for staff as well as the team leader themselves. This creates a poor culture; it does not encourage good team working, there is no collaborative approach to team goals, there is a lack of motivation that can lead to poor performance and ultimately people leave the sector.

Now more than ever, team leaders need to be able to demonstrate real leadership skills that go beyond managing shift patterns.

To be sure to support you to drive your adult care business forward they must be able to:

- ◆ Step away from being one of the team to leading the team
- ◆ Communicate effectively
- ◆ Manage conflict
- ◆ Build professional relationships
- ◆ Motivate and inspire others
- ◆ Set clear boundaries, goals, and expectations
- ◆ Manage own time effectively
- ◆ Know when to 'do' and when to 'delegate'
- ◆ Solve problems
- ◆ Role model organisation values and purpose
- ◆ Demonstrate accountability
- ◆ Demonstrate resilience
- ◆ Embrace change

This 3-day programme will provide your team leaders and first line managers with the skills needed for effective leadership of adult care teams.



First Line Manager 3 Day Intro to Management Programme

Each session will facilitate a wide range of groups discussions and practical exercises, as well as share tools and strategies to increase confidence and competence. Learners will be asked to self-reflect and will be asked to focus on how learning can be applied back into the workplace.

Me as a Leader

The purpose of this session is for learners to identify and apply the skills and behaviours of a first line manager. This session will increase the learner's awareness of the direct impact they can have on maximising outcomes within their organisation and how they can lead their teams in the most effective way.

- ◆ Roles and responsibilities of the team leader in adult care
- ◆ Transitioning from one of the team to leading the team
- ◆ Understanding professional boundaries
- ◆ Leadership styles and behaviours
- ◆ Implementing the organisation vision, values, and purpose
- ◆ The importance and benefits of an open, honest, safe, fair, and trusting culture
- ◆ The 5 levels of Leadership

Post Course:

- ◆ Learners will be set tasks that support them to build professional working relationships with their team with an action plan to move them up the pyramid of the five levels of leadership. Actions will be carried out during the duration of this programme with reflective discussions taking place at the start of modules 2 and 3.

Leading Others/Manage Performance

The purpose of this sessions is to enable learners to understand the value of performance management techniques and how to apply them in a fair and objective manner. A range of performance management tools will be shared, accompanied by group activities and scenarios to embed learning, and increase confidence. This session will focus on both increasing individual's potential as well as managing and supporting performance gaps.

- ◆ The role of the team leader in performance management
- ◆ Setting performance standards and objectives
- ◆ Motivating to perform
- ◆ New starters induction, mentoring and support to achieve retention and good performance
- ◆ Communication skills to maximise performance
- ◆ Handling difficult conversations

Post Course:

- ◆ Complete a supervision using the SMART acronym for setting an objective.
- ◆ Hold a conversation with a member of staff to discuss an improvement within their performance using questioning and coaching styles
- ◆ Complete a self-reflective account for CPD and understand for self how you can continue to improve on your performance review skills



The Role of The First Line Manager in Adult Care



Manage Self and Well-Being

The purpose of this session is to support learners to maximise their performance as leaders and to create awareness of what impact they can have on themselves and their team. Learners will complete an emotional intelligence questionnaire and will discuss what impact this has within their role. Tools and strategies will be shared to increase both time management and delegation skills. The importance of maintaining wellbeing and resilience will be discussed along with tools to use, to increase awareness and support within the learner's teams.

- ◆ What does personal effectiveness mean?
- ◆ Emotional intelligence
- ◆ Effective time management
- ◆ Effective delegation
- ◆ Making Decisions and being accountable for actions
- ◆ The traits of a resilient team leader
- ◆ Supporting the well-being of self and others

Post Course:

- ◆ Assess own time management capabilities and how this can be improved
- ◆ Apply 2 techniques to improve time management and monitor the results
- ◆ Set a target to improve the lowest score within the emotional intelligence questionnaire

Duration: 3 Days