

PRINGLE Management



BUILD
CONFIDENCE



LEAD
PEOPLE



COMMUNICATE
CLEARLY



DELEGATE
EFFECTIVELY



GREATER
CONTROL

FOUNDATIONS OF LEADERSHIP

BSM03 | 1 DAY | FACE-TO-FACE OR LIVE ONLINE

TEAM GOALS



- ✓ ALIGN PURPOSE
- ✓ DRIVE RESULTS
- ✓ SUPPORT GROWTH

LEADERSHIP FOCUS

PEOPLE

COMMUNICATION

PLANNING

PERFORMANCE

PERFORMANCE DASHBOARD



- ✓ GOALS
- ✓ FEEDBACK
- ✓ IMPROVEMENT
- ✓ RESULTS

TODAY'S LEADERSHIP PLAN

- ✓ LISTEN
- ✓ PLAN
- ✓ DELEGATE
- REVIEW

TEAM STRUCTURE



EFFECTIVE COMMUNICATION

- LISTEN ACTIVELY
- SPEAK CLEARLY
- BUILD RELATIONSHIPS
- RESOLVE CONFLICTS

DELEGATION FLOW



LEADERSHIP IMPACT

- ENGAGED TEAM
- STRONG CULTURE
- BETTER RESULTS

CLEAR
EXPECTATIONS



TRUST &
ACCOUNTABILITY



SUPPORT
YOUR TEAM



LEAD WITH CONFIDENCE. MANAGE WITH CLARITY. INSPIRE RESULTS.

ROLE OF A MANAGER

Understand responsibilities



LEADERSHIP STYLES

Adapt to situations



COMMUNICATION

Words, tone, body language



DELEGATION

Trust and accountability



TEAM MOTIVATION

Inspire performance



PRACTICAL
REAL-WORLD
TRAINING



NEW &
EXISTING
MANAGERS



ACTIONABLE
SKILLS



IMPROVE
CONFIDENCE



IMMEDIATE
WORKPLACE
BENEFITS

MASTER YOUR TEAM. MASTER YOUR FUTURE.

SKILLS TODAY. SUCCESS TOMORROW.

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PRINGLE

Introduction To Management

Course Code: BSM03 | Title: Foundations Of Leadership | Duration: 1 Day**Delivery: 1-1 | Private Company Classroom | Face To Face | Microsoft Teams Live Online**

Course Description:

Being excellent at your job does not automatically make managing people easy. Many people are promoted because they are knowledgeable, reliable and highly capable in their existing role. However, becoming a manager or team leader brings a completely different set of responsibilities. You are no longer responsible only for your own work. You may now be responsible for the performance, behaviour, motivation and development of an entire team.

This transition can be one of the most challenging steps in anyone's career.

You may need to delegate work to someone who was previously a colleague or friend. You may have to address poor performance, repeated lateness, disagreements or difficult behaviour. At the same time, you must remain approachable, maintain the trust of your team and understand what information should remain confidential—and what must be escalated to senior management.



Pringle PCS has developed the practical, one-day Foundations of Leadership course to help new and existing managers build the skills and confidence needed to handle these responsibilities effectively.

One of the biggest challenges is moving from being part of the team to becoming responsible for the team.

- How do you remain friendly and approachable without losing authority?
- How do you manage people who were previously your friends or colleagues?
- What can you discuss openly with your team—and what must remain confidential?
- How do you communicate a senior management decision when you do not completely agree with it?
- How do you manage upwards when a senior manager has a very different leadership or communication style from your own?

This course explores these challenges through practical guidance, realistic workplace scenarios and open discussion.

Who Should Attend Introduction To Management & Supervision Training?

- Newly appointed team leaders
- First-time managers
- Supervisors
- Aspiring managers
- Employees preparing for a future leadership role
- Experienced managers who have never received formal management training
- Existing managers who want to refresh or strengthen their leadership skills

Benefits From Attending The Training:

- By the end of the course, delegates will be able to:
- Understand the role, responsibilities and expectations of a manager
- Recognise the difference between managing work and leading people
- Achieve results through the effective management of others
- Adapt their leadership style to different people and situations
- Communicate more effectively using words, tone and body language
- Build trust while maintaining appropriate professional boundaries
- Delegate work clearly and retain overall accountability
- Motivate individuals and improve team performance
- Address poor performance, lateness and workplace problems appropriately
- Understand what information should remain confidential and what should be escalated
- Manage priorities, people and resources more effectively
- Communicate professionally with both employees and senior management
- Approach difficult conversations with greater confidence

Practical Management Skills You Can Use Immediately

The course includes practical exercises, realistic workplace scenarios and opportunities for delegates to discuss their own management challenges.

Most importantly, delegates will leave with techniques they can begin applying immediately.

Management is not simply about having authority or giving instructions.

It is about:

- Communicating clearly
- Setting expectations
- Building trust
- Making difficult decisions
- Supporting and developing employees
- Holding people accountable
- Representing the needs of both the team and the organisation
- Achieving results through other people

Whether you are preparing for your first leadership position, have recently been promoted or already manage a team, this course will help you build the foundations needed to become a more confident, capable and effective manager.

Take the first step on your management and leadership journey with Foundations of Leadership from Pringle PCS.

Pringle PCS — No Problems, Just Solutions.

***BESPOKE COURSES | All of our courses can be easily tailored to suit any company.
Course duration and level can be changed, depending on content, company & individuals***

Course Contents:**The Role of a Manager**

Understand the core duties and responsibilities of a manager and what changes when you become responsible for the work and performance of other people.

Management and Leadership

Explore the difference between managing tasks and leading people, and understand why effective managers need both sets of skills.

Moving from Colleague to Manager

Learn how to manage people who may previously have been friends or colleagues while maintaining positive relationships, professional boundaries and appropriate authority.

Leadership Styles

Identify different leadership styles and learn how to adapt your approach to suit individual employees, teams and workplace situations.

Effective Communication

Improve how you communicate through your choice of words, tone of voice, body language, listening skills and questioning techniques.

Managing Upwards

Develop the confidence to communicate with senior management, raise concerns professionally and work effectively with managers whose leadership style may be different from your own.

Confidentiality and Trust

Understand what information can be shared with your team, what should remain confidential and when a problem must be escalated to a more senior manager.

Delegation and Accountability

Learn when to delegate, how to select the right person, how to explain the required outcome and how to monitor progress without micromanaging.

Managing Performance and Behaviour

Explore practical approaches for dealing with poor performance, repeated lateness, missed deadlines, disagreements and difficult workplace behaviour.

Motivating Your Team

Understand what motivates different people and how clear objectives, recognition, feedback and support can improve performance.

Building Effective Teams

Learn what teams need to perform successfully and how managers can encourage trust, cooperation, accountability and shared responsibility.

Managing Priorities and Resources

Develop practical techniques for organising workloads, allocating resources, setting priorities and ensuring that important work is completed.

Problem-Solving and Decision-Making

Use structured techniques and practical exercises to approach workplace problems, evaluate options and make more confident decisions.

Practical Scenarios and Questions

Discuss realistic management situations and explore possible approaches to challenges delegates may already be experiencing in the workplace.