

Management Bitesize: 2 Day Workshop at TT Cardiff

Module 1: What We Expect from Managers at TT Electronics

Breakout #1

What are the **TOP 5** things a manager should be doing at TT?

1. _____
2. _____
3. _____
4. _____
5. _____

What would **help** you to do these things?

What gets **in the way**?

Notes

TT Way Behaviours



WE DO THE RIGHT THING

We always act with integrity, transparency and professionalism.
 We work in the best interests of our people, our customers and our communities.
 We ensure our actions have a positive impact on society and the environment.



WE BRING OUT THE BEST IN EACH OTHER

We listen, respect diverse views and treat people fairly.
 We actively support each other to work safely, develop expertise and be successful.
 We cheer on each other's successes.



WE ACHIEVE MORE TOGETHER

We put our customers' success front of mind.
 We share best practice and act in our collective interest.
 We are united working collaboratively to build a better TT for all of us.



WE CHAMPION EXPERTISE

We are determined to be the best, always building our expertise.
 We are curious, anticipating the future and put exciting ideas into practice
 We act with confidence, promoting our expertise.



WE GET THE JOB DONE WELL

We are proactive, decisive and act with pace.
 We think big and confidently seize every opportunity.
 We take ownership of our goals and persevere until we deliver them.

How do you bring the TT way to life as a manager?

Next steps after the session

- Familiarize yourself with the resources referred to during this session (e.g. self-assessment tool, policies, Professional Development Plan, Wellness Action Plan, TT Way of Management, etc).
- Ensure you attend future Management Bitesize sessions running in 2023.

STOP! Don't turn the page yet.

Module #2: Managing Absence and Return to Work

Case Study: Royal Mail

The Royal Mail adopted a holistic and robust approach to absence management. They invested in key policies and initiatives designed to tackle the medical, social and physiological causes of absences, all driven by their line managers. What do you think were the key policies and initiatives?

Breakout #1: A Return to Work Interview

What was went well about the meeting?

What went less well about the meeting?

How did the employee feel?

How engaged and invested is the individual following this interaction?

What should have been done differently?

Breakout #2

Choose who will be the manger and who will be the employee, pick a scenario and play out the Return to Work interview.

Scenario 1: Jenny has had a couple of days off due to a cold that seems to have had more impact than usual. She still feels run down. At work, her department is one person short as someone who has left has not yet been replaced, and this makes a big difference in a department of only five people. On top of that, Jenny is struggling to get to grips with changes to the computer system she uses daily – she is due to go on a training course on the updates but due to staff shortages, there hasn't been time.

Scenario #2: Amanda has had 5 individual days off in the last 2 months. She's been having problems at work with one of her colleagues, who she feels is disrespectful. She likes her job but is a bit fed up and has started taking time off to attend job interviews, and didn't have any annual leave left to book time off.

Scenario #3: Mike has had 4 weeks off work as he sprained his wrist. His doctor has said he is now capable of returning to work but he may need some adjustments temporarily, as his wrist is still a little weak – and he still has some additional check-ups scheduled.

Next steps after the session

- Familiarise yourself with the resources referred to during this session (e.g. SAIT method to manage absences, WARM method for RTW conversations, local absence policy, Absence Toolkit for Managers incl Wellness Action Plan, etc).
- Ensure you attend future Management Bitesize sessions running in 2023.

Module #3: Recruitment and Interviewing

Planning the Process

What are the benefits of good recruitment? Think about any positive experiences that you've had.

What are the consequences of poor recruitment? Think about any negative experiences that you've had.

Preparing for interviews

What else can you do to prepare for the interview stage?

Doodle Space



Breakout #1: Interview roleplay

What did you observe?

What do you think the candidate's experience was?

What might be the impact on the business?

Notes

Next steps after the session

- Familiarise yourself with the resources referred to during this session (e.g. Recruitment toolkit).
- Ensure you attend future Management Bitesize sessions running in 2023.

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Module #5: Difficult Conversations

Case Studies

Choose who will be the manger and who will be the employee, pick a scenario and play out the conversation.

Case study #1

Francine has recently been promoted to a manager role at a large site and has a team of five people directly reporting to her. She has been with the company for several years, has a very good reputation and is liked by other employees. This will be the first time she has had to move from being part of a team to leading it.

One of the members of the team, Kristina, continues to cause a fair amount of friction both in Francine's team and in other teams. On two occasions people have left the business because of Kristina's actions, and while Kristina has been spoken to about the impact of her highly direct communication style, the behaviour persists. Most recently, she upset a customer and refused to apologise stating: "Well if he doesn't know what he is doing then someone has to tell him!" Kristina has a strong performance record having saved the site a significant amount of money and has created supply efficiencies that customers are happy about.

Francine has been told by her boss that Kristina's behaviour must be addressed. She is prepared to give it one more shot but if there is no change then a firm decision must be made. Francine is going to speak to Kristina later this week. **How should Francine approach this?**

Case study #2

Pam is a team leader working on site. She has a team of 8 people reporting to her. One of her team members, Zara, is often late to work and on several occasions, she has not turned up at all. This is causing unhappiness in the team as they are falling behind on their production targets and Zara's workload is having to be taken on by others in the team.

Pam has spoken to Zara about this before and Zara assured her that it would not happen again. For a while, Zara's attendance improved, but lately the same patterns of behaviour are emerging. Pam has scheduled time for her and Zara to talk. **How should Pam approach the conversation and what should she say?**

Doodle Space



Module #6: Performance and Feedback

Discussion #1

What are some challenges, concerns, examples of how you've prepared, or a development conversation that made you feel great?

Why are good objectives important? What are the benefits?

What are the difficulties that can arise through setting objectives?

Doodle Space



Discussion #2

What would make these objectives smarter?

Next steps after the session

- Familiarise yourself with the resources referred to during this session (Capturing Development template, PDPs, etc).
- Ensure you attend future Management Bitesize sessions running in 2023.

Notes
