

Fast Track to Success – A Front-line Managers' Toolkit



Equipping front-line managers with the skills to deliver high quality and great productivity

Bite-sized training specifically designed for Programme Leaders and aspiring Heads of Department in the FE sector

- A challenging and hard-hitting programme of six half-day in-college training sessions for front-line managers – up to 25 managers per session.
- Delivered by expert trainers, all with leadership, business, inspectorate and front-line FE expertise.
- Designed to develop dynamic, innovative and results-oriented front-line managers.
- Can be tailored to meet your organisation's needs, including those of front-line operational managers.

Training Rationale

The success of any college is relative to the quality, responsiveness and skills of its front-line managers. Managers with the right skills will deliver business success; managers with the wrong skills won't. Senior managers face many challenges, some of which are new (major shifts in policy, capital funding uncertainty, demand-led funding, and the demand for very high levels of customer service) all of which often require new ways of working. Meanwhile, front-line managers spend much of their time fire-fighting: chasing paper, completing audits, unable to prioritise their workload, their eyes on the wrong prize...often failing to deal with new-found responsibilities and challenges associated with managing former colleagues.

Standards across the FE sector have improved, but the rate of improvement is slowing. Many QA processes in the FE sector today are resource-intensive, overly complex and designed to please the inspectorate, often failing to engage staff and front-line managers in meaningful critical reflection or provide the foundations to drive long-term, sustainable improvement.

Your workforce is your greatest asset. For long-term, sustainable business success, your college needs an army of skilled, flexible and results-oriented front-line managers equipped with the right skills to be responsible and accountable for driving continuous improvement and delivering outstanding performance.

Training Content

Focusing on people and processes and using real life case studies this **Front-line Managers Toolkit** will cover simple yet proven methods to help:

- build in quality to every step of the learner journey
- cultivate leadership skills to drive continuous improvement and business success

Outline of Session Content

Session 1: What does Excellence look like? – an introduction to the “Toyota Way”* FE style

- 4 steps to business excellence – a framework that really works
- Measuring added value in the learner journey - eliminate wasted time and resources and work to greater effect
- Building in quality to every step of the learner journey – or “the action is in the interaction”
- Standardising best practice as the foundation for continuous improvement – review case study excellence standards in teaching and learning, tutorial and assessment so you can see theory put into practice

Session 1 Outcomes

For your toolkit: an understanding of key principles for operational excellence and how they apply to FE.

- 1 Recognise proven key principles which lead to operational excellence
- 2 Identify the value stream in the learner journey
- 3 Create excellence standards for continuous improvement

Session 2: Managing Change and Solving Problems – a look at people, systems and making change happen

- A solutions focus – why only see problems when the answer is staring us in the face?
- 8 steps to making change happen and stick – how to actually make a difference
- Make decisions slowly by consensus, implement them rapidly – how to get your team on board
- Improvement based on action - action plans that mean business
- Experiment and learn – review exemplar improving teaching and learning case studies to see theory put into practice

Session 2 Outcomes

For your toolkit: simple ways of working you can use on a daily basis to fix problems, make change happen and improve performance.

- 1 Utilise management tools to fix problems and manage change
- 2 Engage others in fixing problems and driving continuous improvement
- 3 Create action plans that bite

Session 3: Simple Tools to Monitor Quality and Drive Continuous Improvement

- Practical problem solving to trace problems to their root cause - create real-time self-assessment
- Go see for yourself; make problems visible; stop and fix problems as they occur – keep it simple
- Using data to drive continuous improvement – what data can tell you and what it can't
- Using the learner voice to drive continuous improvement- what the learner voice can tell you but usually doesn't

- Excellence in action: what the self-assessment cycle can achieve but usually doesn't - review exemplar course review and quality improvement plan (QIP) case studies that mean business to see theory put into practice

Session 3 Outcomes

For your toolbox: practical and hard-hitting tools which make the self-assessment process work for you and your learners

- 1 Utilise management tools to drive real-time self-assessment
- 2 Create course reviews and QIPs that bite

Session 4: Creating the Right Culture for Business Success

- Respect, develop and challenge your teams – motivate staff to excel and grow teams which deliver
- Respect, challenge and help your learners – motivate learners to excel and ensure systems deliver
- Excellence in action: review exemplar ILP, appraisal and staff development plan case studies to see theory put into practice

Session 4 Outcomes

For your toolbox: an understanding of how to challenge and motivate individuals and teams to excel

- 1 Develop individuals and teams to achieve outstanding performance
- 2 Utilise key performance monitoring and development processes to best effect

Session 5: Making it Happen – putting theory into practice

- Quality assuring the learner journey in your organisation – initiate your own route to success
- Standardisation in action – create and share excellence standards
- Engaging teachers in a professional dialogue of improvement – what lesson observations can achieve, but usually don't
- Standardisation in action - review exemplar lesson observation case studies that empower teachers to improve

Session 5 Outcomes

For your toolkit: practical tools to help monitor performance and improve outcomes for learners

- 1 Prioritise actions to quality assure outcomes for learners
- 2 Support staff to improve teaching and learning

Session 6: Taking Control – identifying and planning a route to success

- Summary and review of key learning points
- Putting it all together – finalising and prioritising your route to success

Session 6 Outcomes

For your toolkit: your route plan to drive continuous improvement and deliver business success.

- 1 Identify priority actions to kick-start or refresh continuous improvement
- 2 Identify priority actions to lead your team towards business success

Expert Trainers

The fast-track programme is designed and developed by Emma Jarman, Head of *Observe* and *Improve*.

Emma has an outstanding record as a quality improvement specialist and her work is well known to many FE providers. Following ten years in teaching and management at City College Manchester and before taking up her current role at Protocol National, Emma established an enviable reputation as a highly effective trainer and quality improvement consultant. A popular speaker at national conferences and events, she has been an inspector with OFSTED since 2002.

The programme will be delivered by Emma Jarman and a small team of senior consultants, all with leadership, business, inspectorate and front-line FE experience. All consultants will be trained by Emma Jarman, and CVs will be sent to your organisation for selection and approval.

Cost

£6k plus VAT and expenses for 6 half-day sessions (up to 25 delegates per half-day session)

Or

£9k plus VAT and expenses for 6 full days @ two sessions per day (up to 50 delegates per day, 25 delegates in each half-day session)