

XXXX CITY COUNCIL
FIRST-LINE MANAGERS PROGRAMME
LEARNING SPECIFICATION

Associated Business Objective

XXX City Council is an improving 3 star authority and continues to build on its success. Their exciting agenda, which can only be delivered by a high performing workforce, is essential to the commitment to continued progress.

Workforce Development offers this programme through the School of Lifelong Learning, Coventry University for First Line Managers and Supervisors and is linked to the Middle and Senior Managers Development Programmes.

Background to the business need

This programme is a big investment for XXX City Council and clearly demonstrates Management Board's commitment to improve the skills and abilities of managers and supervisors. This is vital to the organisation if it is to maintain the current trend of performance improvement across the organisation as demonstrated by the CPA (Comprehensive performance Assessment) scores.

Description of target learning population

Delegates do not require specific formal academic qualifications. However they should be working at an operational line management level or have supervisory responsibilities or be progressing to this level to be able to benefit from the programme. However there are a number of prerequisite skills required including ICT (spreadsheet and word for completion of reports), report writing skills and presentation skills. This is explored in more detail before enrolment and additional support is available if required..

The aim of the learning intervention

The programme is designed to enable the development of skills to enhance the effectiveness and efficiency of the services for which they are responsible by means of:

- Motivating and developing the people who work in the team or department
- Fostering effective communication and relationships
- Developing a sense of team identity

Learning objectives

By the end of this programme students will be able to:

- recognise their own strengths and limitations and prepare/review their own development plan
- prioritise tasks and plan work to meet customer/service user needs, whilst making best use of time and resources
- recognise behaviours that create and promote effective working relationships
- identify and implement change to achieve continuous improvement
- improve efficiency and effectiveness whilst adhering to legislative and corporate requirements
- gather, analyse and communicate information effectively
- identify and provide development opportunities for individuals and teams
- contribute to the staffing and selection process
- respond effectively to performance issues

Learning methods

An approach that includes a mixture of academic theory and its practical application that facilitates individual and group learning specifically applicable to the delegates own role and work environment

Learning facilitators: skills and experience

Tutors are appropriately qualified and have professional managerial experience, preferably within public service/local government

Methods of evaluating the learning

- 180 degree evaluation based on learning aims and objectives, prior to module starting
- Reaction level end of module University evaluation form
- 180 degree evaluation conducted 3 months post-module delivery, based on learning aims and objectives and focussed on job behaviour and results achieved.