

'Aspiring New Leaders'
17 & 18 October 2016
Halifax Hall Hotel, Sheffield
CUBO Rate £395 + VAT and General Rate £474 + VAT
(price includes one night's bed and breakfast, lunches and dinner)

Why should you attend?

Our rewarding two-day HE sector focused programme of workshops for managers from across the HE Sector focuses on developing you as a leader.

You benefit from a high-quality programme of workshops designed to challenge and test your thinking, and be able to take advantage of networking opportunities and thought-provoking discussions to help broaden your experience.

If you aspire to become an effective and inspirational leader, cultivating the right skills and techniques is key to building real leadership capacity.

Who should attend?

If you are:

- an up and coming star – with the potential for a key leadership role in your organisation
- a first time manager - keen to grow and develop in your role
- a strong current manager – seeking further strategic leadership development and learning

This programme is then ideal for you.

What are the aims of the training session?

By joining our innovative course, you will learn how to:

- **Understand** the key characteristics of effective leaders
- **Identify** your leadership strengths and weaknesses in the areas that count
- **Establish** the steps you need to take to fulfil your leadership potential
- **Develop** the skills, aptitudes, tools and techniques to do that
- **Accelerate** your development as a leader with your own personal Leadership Development Plan

How do we book on this course?

Please follow the link below:

<http://www.universityhospitality.co.uk/seminar/aspiring-new-leaders/>

Or alternatively, please contact Lynn Kenny at information@universityhospitality.co.uk or call 0114 222 8983/28907

The Trainers

Andy Hanselman

Andy Hanselman helps organisations and their people create competitive advantage by 'Thinking in 3D'! That means being 'Dramatically and Demonstrably Different'! As a recognised expert on business competitiveness, he has spent over 25 years researching and working with thousands of successful organisations and their leaders from a wide range of sectors.

This has helped him identify the 7 Characteristics of 3D Businesses. Not the latest 'fad' or hyped 'panacea' for business success, nor a list of 'do's and don'ts, or 'magical answers', but proven methodologies and processes that help successful winning leaders maximise the performance of their organisation, their people and themselves. He's even written a book about them!

Andy brings these lessons to life by speaking at events, conferences, workshops and seminars! As a speaker, Andy thrives on interacting with people ensuring that they are challenged, stimulated and motivated. His style is participative, fast paced, humorous and relevant. He believes people learn best by doing and having fun! As a result, he works hard to offer them practical, stimulating fresh ideas, tools and techniques that provide no-nonsense 'stuff' they can actually use in their organisation immediately.

Claire Twaites

Claire Twaites, an expert in strategic operations management, is currently the Director of Facilities in the Services Group at Manchester Metropolitan University. Prior to working at Manchester Met, Claire worked in the hospitality sector in retail business management and brand marketing roles at The Spirit Group and Mitchells & Butlers.

Leading on a series of change projects at Manchester Met, Claire has transformed a number of in-house services at the University. This has included: a £1m turnaround of the Catering service, achieving the HE Sector award for Best Catering Service (2014); a modernisation of soft facilities management, achieving £850k efficiency saving and sector awards for Best Practise Cleaning in HE and Best Training Organisation.

Her review of the student residential offer resulted in importing operational best practises from the U.S, which led to the 'Best Student Community Award' (2016) from the National Student Housing Survey. Claire is currently leading on an Institutional review of Sport across the University and the implementation of a University-wide Transformational Change & Improvement unit.

As an MBA alumnus of Nottingham University with a BA (Hons) Hotel & Catering Management from Portsmouth, Claire has combined personal experience as a student with commercial expertise gained from a career background in Blue Chip organisations. Claire is an active member of a number of professional associations such as CUBO, ACHUO-I, ASRA and TUCO

and offers advice as a Director of the Trading Company, for the People's History Museum in Manchester.

Passionate about all things hospitality and the outdoors, Claire likes to attempt gourmet food production from her campervan whilst training a 5-month-old (food-orientated) Labrador!

Pat McGrath, Chair of UHS Ltd

Pat was the Director of Accommodation and Commercial Services at the University of Sheffield for over 20 years and has recently retired. Previously, Pat has held senior roles in Accommodation and Operations at several universities in the UK.

Pat was a previous member of CUBO and is currently Chair of University Hospitality Seminars Ltd.

David McKown, FIH, Director of UHS and Head of Training & Quality at the University of Sheffield

Head of Training & Quality at the University of Sheffield and a Catey Award Winner for Education and Training. An experienced trainer and facilitator, his sessions will include people development and managing confrontation.

The venue

This training event will be held at Halifax Hall Hotel, University of Sheffield, Endcliffe Vale Road, Sheffield S10 3ER. Further information about the venue can be found at:

<http://www.halifaxhall.co.uk>

The Programme

| DATE/TIME | SESSION TITLE | SESSION OUTLINE |
|--------------------------|--|--|
| Monday 17 October | | |
| 11.30 – 12.30 | Session 1 Welcome & Introductions | <ul style="list-style-type: none"> • Setting the Scene – what does success look like? • Management vs Leadership • 8 characteristics of effective leaders |
| 12.30 – 13.30 | Lunch | Networking Lunch |
| 13.30 – 15.00 | Session 2 Thinking Strategically | <ul style="list-style-type: none"> • Overcoming the barriers to strategic thinking • Thinking and working strategically and planning for the future • Action planning – what do I need to do to become a better strategic thinker |
| 15.00 – 15.30 | Break | Refreshments and networking |
| 15.30 – 17.30 | Session 3 Getting That Vision Thing! | <ul style="list-style-type: none"> • Creating my vision • Setting goals and targets • Action planning – what you need to do |
| | Session 4 Fishing in Different Ponds | |
| | Session 5 Removing Your Blind Spots | |
| | Session 6 Leadership in Action | <ul style="list-style-type: none"> • Presentation from an Industry Leader |
| 18.00 - 19.00 | Free time | |
| 19.00 | Session 7 Networking Dinner | |

| DATE/TIME | SESSION TITLE | SESSION OUTLINE |
|---------------------------|---|---|
| Tuesday 18 October | | |
| 07.30 – 9.00 am | Breakfast | |
| 9.00 – 10.30 am | Session 8 Working in a Team | <ul style="list-style-type: none"> • Negotiating for Results • Communicating Effectively • Achieving Results |
| 10.30 – 11.00 | Break | Refreshments and networking |
| 11.00 – 12.30 pm | Session 9 Maximising Relationships | <ul style="list-style-type: none"> • Successful Winning Relationships • Barriers to Maximising Relationships • Getting the best from others – even your boss! |
| | Session 10 Communicating for Results | <ul style="list-style-type: none"> • Common barriers to effective communication • Understanding communication styles • Improving face to face communication • Developing a plan of action |
| 12.30 – 13.30 | Lunch | |
| 13.30 – 16.00 | Session 11 Maximising the Performance of Others | <ul style="list-style-type: none"> • Barriers to and the benefits of employee engagement • Motivating others • Tools and techniques for getting the best out of individuals |
| | Session 12 Fierce Conversations | <ul style="list-style-type: none"> • A structured approach to confrontation |
| | Session 13 Developing your Personal Leadership Plan | |
| | Session 14 Conclusions and Closing Remarks | |
| 16.00 | Conference Close | |