

Leadership & Management Capabilities

HJA believes that people holding a line management responsibility, should have the following capabilities:

Leadership

- 1) Provide staff with a vision of “where we are going”.
- 2) Involve staff in the planning of business goals and targets.
- 3) Motivate and inspire people to achieve success.
- 4) Encourage people to share their ideas for making improvements to their own and others performance.
- 5) Empower people to take ownership and responsibility for jobs.
- 6) Praise and recognise good performance.

Management

- 7) Agree with people their personal goals, targets and/or objectives.
- 8) Agree with people the standard of performance that we are looking for in each area of the business.
- 9) Monitor and review the performance of each member of staff.
- 10) Provide staff with feedback on their performance – positive and negative.
- 11) Carry out regular appraisal reviews on performance.

Development

- 12) Identify and plan training needs of the team.
- 13) Ensure that all team members can access training and development in an equal and fair manner.
- 14) Ensure that the induction for new staff is effective.
- 15) Provide support for staff during their learning and development projects.
- 16) Carry out on-the-job coaching to improve performance.
- 17) Evaluate the impact of learning and development activities on performance.

Call **01235 531341** or email annette.handford@hja-consulting.com for more information and advice on Pre and De-briefing