

# Management-RAID<sup>®</sup> - applying RAID techniques to managing your colleagues.

How to manage people positively, assertively and properly.

A 3-day Course for 6-15 people.

## A talented team of facilitators

Dr William Davies is a consultant psychologist, author of *The High Flyers Handbook* and *Climbing the Corporate Ladder* and, most important, the director of a successful company.

## A superbly designed course

The RAID course receives continuous acclaim. The course was originally for working with the most difficult of people, and delegates quickly said that the approach can be used in more usual performance management situations. We have now designed the course for people and performance management specifically. It enables all managers to create the most positive work climate so that motivation is high, litigation and complaints are avoided, and performance is optimised.

The 3-day course is a comprehensive approach which provides delegates with a philosophy and practice to build on the best of what is and develop positive motivation and high performance.

In addition, RAID also helps delegates to deal with difficult and sometimes inappropriate behaviour when it occurs, but more importantly to resolve it by tackling it at source. Too often situations spiral out of control because managers are afraid to manage.

After the course delegates feel confident they can manage even the most difficult and sensitive situations. They don't feel the need to refer everything to HR. Their team members will also feel pleased that they know where they are going and what they are doing, while the organisation benefits from a relentlessly positive and empowering approach.

## The Course Aims

- A clear, positive, philosophy and technique for working effectively with people so that performance is improved.
- Provides managers with a clear focus and sense of purpose.
- It helps the manager to prioritize his or her time and energy so that they deal with the performance issues that make a difference.
- Shows how reinforcing key aspects of behaviour can eliminate disruptive and inappropriate behaviours.

- Demonstrates how to raise desired performance effectively. How to design a structured yet 'friendly' performance system. Avoiding performance management 'traps'.
- Knowing the 4 key types of good (or 'green') performance, and how to spot them.
- Why we are best to play down inappropriate (or 'red') behaviour. Why punitive approaches, like blaming, usually don't work.
- What to do when poor performance or even disruptive behaviour cannot be ignored. For example, bullying, malicious gossip, sexual harassment, continuous lateness.
- How to avoid people 'pushing against us' and being defensive when we are trying to influence them and how to guide their behaviour for the better.
- How we can make rules and 'boundaries' for behaviour productive and energizing rather than being seen as controlling.
- How to deal with 'manipulating' team members.
- How to deal with de-motivated people.
- How to recognize and develop potential.

## In 3 days you cover a great deal:

- Why it is so important to have 'a positive philosophy'. Why (a) punitive approaches, such as warning systems, blaming, and (b) approaches that focus on rectifying 'weaknesses' usually don't work. How the RAID approach is radically different from these approaches.
- What is meant by...  
... 'routine green performance'?  
... 'extra-ordinary green performance'? and  
... performance that is 'green, but not quite the shade of green I had in mind'?
- Why it is so important to know.
- When a manager says they have 'tried everything' with someone, what powerful category of influence have they usually failed to try?

Continued Overleaf

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- How some managers actually discourage green behaviour when they think they are encouraging it.
- Why is 'consistency' an impossible dream, and why doesn't it matter nearly as much as people think?
- Why working on people 'problems' often results in exaggerating those problems, and what to do instead.
- Thousands of people in the UK workplace are victims of 'the de-motivation spiral'. How does this come about and how can we reverse the spiral?
- How to have people behave to their strengths, without having to address their 'weaknesses' to get results!
- What's so special about you that makes you good to work with behaviour from poor to great? There is an answer!
- Rules and 'boundaries' are an important, if rather sterile concept. How can you bring them to life in a way that your team members will welcome?
- What makes the difference between standard criticism and constructive criticism, and how can we keep our criticism constantly constructive and, therefore, effective?
- Why is this statement probably untrue and how should we capitalise on the real truth of the situation: "We find that whenever Sue is late for the meeting she's always had to deal with John, her Line Report, just before: every time John plays up, she's late."?
- What should we do when we come across team members who exhibit so little collaborative or helpful behaviour that they are very difficult to work with?
- We need to balance the team member's past, present and future. But – if you're working with motivational issues – which is most important? Why? How can you build on that?
- Often, people are de-motivated or difficult because they need to communicate something. How can we tell what, and how should we respond then? Possibly more important, what should we not do?
- What can you do when people under-perform or are difficult in some way? We have two good options, but it's important to choose the right one!
- Practise what you preach. How to RAID yourself.
- Poor or de-motivated performance is normally stressful (or distressing) both for the individual and his or her manager. How to cope with the 'feelings' side of things.
- What your team can do to immediately transform its impact.

### Who should attend:

Delegates come from a variety of work settings, but they have one thing in common. They need to get the best performance from the people they are managing. So, the course is ideal for middle to senior managers who manage any number of people from 2 upwards.

#### Delegates' Feedback

Average presentation rating: **98%**



Average relevance rating: **98%**



#### Written Feedback:

"This course was excellent for my management team. It has re-ignited both the need and the willingness to change my attitude towards challenging situations. Excellently facilitated. Enjoyed it immensely. Thanks."