

Topic	Management Scenarios
Target Audience	Region & District Managers
Proposed length of session	1½ hrs

Training Objectives
<p>After the session, Managers will :</p> <ul style="list-style-type: none"> ♣ Have experienced utilizing a number of management skills ♣ Be aware of GGA policies ♣ Be aware of individual needs for further development in any of the management skills

SESSION OUTLINE		
Time	Activity	Resources Required
	<p>Notes for Trainers</p> <p>During this session Region and District Managers will be utilizing some or all of the following management skills:</p> <ul style="list-style-type: none"> ♣ Time management ♣ Communication ♣ Planning ♣ Prioritization ♣ Recognition ♣ Delegation ♣ Strategic thinking ♣ Conflict management ♣ Work (Guiding) / Life balance <p>Trainers should make the judgement call about whether Managers work solo on the activity or work in pairs. This will depend on numbers attending the session and the skill level shown by Managers in previous sessions during the day.</p> <p>If trainers are not familiar with GGA policies and procedures they should have on hand (either electronically or paper based) the following to assist in the development process or the debrief</p> <ul style="list-style-type: none"> ♣ Risk management policy and risk assessment sheets ♣ Application to camp form ♣ Social media policy ♣ Internet Policy ♣ Guidelines <p>Managers are given a scenario where they have been away. They have now returned home and must go through their communications intray which comprises</p> <ul style="list-style-type: none"> ♣ Emails ♣ Phone messages ♣ Facebook ♣ Snail mail ♣ Text messages <p>The managers have 1 hour to filter their communications and develop an action plan and a meeting agenda</p>	

<p>5 mins</p>	<p>Introduction</p> <p>Explain to the Managers that they will be given an RM or DM role to play as appropriate.</p> <p>Give out the scenario sheets and allow Managers to read.</p> <p>Give out the “communications” sheets.</p>	<ul style="list-style-type: none"> ♣ Region Manager scenario with communications (laminated for reuse) one set per Manager ♣ Region Manager Action Plan/Running Sheets ♣ District Manager scenario with communications (laminated for reuse) one set per Manager ♣ District Manager Action Plan/Agenda sheets ♣ Whiteboard marker for each Manager
<p>1 hour</p>	<p>Action Plan/Agenda/Running Sheet Development</p> <p>At 2 stages through the development process deliver Wildcard 1 and then Wildcard 2 to the Managers</p>	<ul style="list-style-type: none"> ♣ Wildcard 1 & 2 sheets (laminated for reuse) one set per Manager
<p>20 mins</p>	<p>Debrief</p> <p>As a group ask the Managers to discuss what management skills they utilized during this exercise and list these.</p> <p>Managers should refer to the Action Plans and Agendas that they created.</p> <p>Trainers can use the “Management Skills Utilized” sheet to initiate/add to the discussion.</p>	<ul style="list-style-type: none"> ♣ Whiteboard or flipchart paper ♣ Whiteboard markers ♣ Management Skills Utilized discussion “starts/prompts”
<p>5 mins</p>	<p>Summary</p> <p>Are there any skills that you feel you need further coaching/mentoring for ?</p> <p>Was there anything that you learnt about yourself during this activity ?</p> <p>Thank you for your participation</p>	

<p>ASSESSMENT OF TRAINING OUTCOMES</p>	
<ul style="list-style-type: none"> ♣ Active participation in the session and the development of workable Action plans/Agendas/Running Sheets ♣ Recognition of management skills used during the activity ♣ Completion of the action plan and agenda/running sheet 	