



MIKE WALMSLEY'S RECRUITMENT SPECIFIC MANAGEMENT MASTERCLASSES

"I feel re-energised to try new things with the team"

Lara Knights, Morgan Law

"Thoroughly engaging - it helped open my mind to new concepts and ideas. I would highly recommend."

James Young, AJ Chambers

LIVE MANAGEMENT TRAINING

One of the most important components of building and selling a recruitment company is a strong, effective tier of management.

All too often, big billers are promoted to become managers without learning how to manage (and directors then complain about high staff turnover!).. Almost as often, directors of recruitment companies end up managing people having only learned from their own rudimentary good or bad experiences whilst they were being managed as a recruiter.

At these management workshop sessions, Mike will equip you and your team with the hidden secrets of management in recruitment and he'll help you to embed critical processes that result in more consistent billings.

He'll open your eyes to more effective ways to lead, build and manage your teams with ground-breaking insight from Google, Microsoft, Apple, Accenture and others. He'll also share his personal experiences of working with over 300 recruitment managing directors.

All 6 sessions will take place at The Eight Members Club, London (Moorgate or Bank) on various dates throughout 2019.

SESSIONS

BUILDING HIGH PERFORMANCE TEAMS

PERFORMANCE MANAGEMENT

HOW TO MAKE MANAGEMENT EASIER AND GET RECRUITERS TO BILL MORE

HIRING TOP RECRUITERS

DEVELOPING THE SKILLS OF YOUR TEAM SO THAT THEY BILL MORE, FASTER

CREATE AND MANAGE A PROACTIVE BUSINESS DEVELOPMENT AND CANDIDATE SOURCING CULTURE

UPCOMING DATES

All sessions will take place at The Eight Members Club, London (Moorgate or Bank) throughout 2019-2020.

Session

Dates & times

Building high performance teams

Friday 22nd Nov: 9am-12pm, Friday 31st Jan '20: 1pm-4pm,
Friday 6th March '20: 1pm-4pm Friday 8th May '20:
1pm-4pm, Friday 10th July '20: 1pm-4pm

Performance management

Friday 22nd Nov: 1pm-4pm, Friday 31st Jan '20: 9am-12pm,
Friday 6th March '20: 9am-12pm Friday 8th May '20:
9am-12pm, Friday 10th July '20: 9am-12pm

How to make management easier and
get recruiters to bill more

Friday 8th Nov: 1pm-4pm, Friday 17th Jan '20: 9am-12pm,
Friday 3rd April '20: 9am-12pm Friday 29th May '20:
9am-12pm, Friday 12th June '20: 9am-12pm

Hiring top recruiters

Friday 6th Dec: 9am-12pm, Friday 14th Feb '20: 9am-12pm,
Friday 20th March '20: 9am-12pm, Friday 22nd May '20:
1pm-4pm, Friday 26th June '20: 9am-12pm,

Developing the skills of your team so
that they bill more, faster

Friday 8th Nov: 9am-12pm, Friday 17th Jan '20: 1pm-4pm,
Friday 3rd April '20: 1pm-4pm Friday 29th May '20: 1pm-4pm,
Friday 12th June '20: 1pm-4pm

Create and manage a proactive business
development and candidate sourcing
culture

Friday 6th Dec: 1pm-4pm, Friday 14th Feb '20: 1pm-4pm,
Friday 20th March '20: 1pm-4pm, Friday 22nd May '20:
9am-12pm, Friday 26th June '20: 1pm-4pm

*"A brilliant session which has given
me lots of things to implement"*

Vikki Argent, Maxfield Search

"The best training I've ever had"

Joe Wells, Wells Tobias

BUILDING HIGH PERFORMANCE TEAMS

Employee engagement, communication, securing buy-in, avoiding management blunders

In this session, Mike will be opening delegates' eyes to the hidden secret of managing and inspiring recruiters - employee engagement.

Most managers are never trained in this critical area, which is proven to improve motivational levels, enhance retention and improve profit. Mike will be giving first-hand examples of mistakes that recruitment managers inadvertently make and helping them to remove the risk of making these mistakes.

This session will also help managers improve their communication and listening skills (most salespeople are very quick thinking and therefore often "know the answer" before their staff member has finished asking the question. This can be very de-motivational).

During this session, delegates will learn:

- The traits of good and bad managers
- How to win the 'hearts and minds' of your staff so that they deliver **discretionary extra effort**
- Learn why the 'soft stuff' of management is really the 'hard stuff' of management
- Turbocharge your culture to improve billings, retention and attraction of new recruits
- The Listening Leader – Take our 'listening' leader test
- Management or communication? Learn how the best managers communicate differently and achieve better results
- Complimentary recruitment-specific management diagnostic - why the secret of becoming an exceptional manager is in your own hands

You'll know you've got it when you can...

- Understand the #1 reason for high staff turnover in recruitment
- Improve the way you communicate to your staff
- Understand the top 20 drivers of employee engagement
- Apply the real motivators (above money) that inspire your staff to go the extra mile
- Pinpoint further management development need via our recruitment-specific management diagnostic

PERFORMANCE MANAGEMENT

Setting world class standards, accountability, KPIs that work, 1-to-1 meetings

All too often, people want to be promoted in order to get the word 'manager' on their business card or to tell their loved ones that they have been promoted!

This session will enlighten managers and equip them with the thinking needed to become the manager that makes things happen in your business (as opposed to being the manager who doesn't know what's happening or watches it happen!)

They will explore the importance of measurement and we will demystify KPIs as well as opening their eyes to powerful activity measurements that will improve candidate sourcing, business development and job taken to jobs filled ratios.

Crucially, this session will equip managers with a coaching style to their weekly one-to-one meetings as well as enabling them to hold people to account in a constructive way.

During this session, delegates will learn:

- The three types of manager
- Setting World Class Standards and ensuring they are met
- Powerful activity targets tailored to your business
- How to set targets and KPIs that have personal meaning to your staff
- Get organized! - What gets measured gets done
- Use KPIs like a 'a recruitment doctor'
- Managing Under Performance: Taking charge of mediocre team members
- Managing Top Performers: How to inspire top performers to give more
- 1-to-1 meetings - NOT b*****ings
- Feedback and Coaching: Delivering effective feedback
- Complimentary recruitment-specific management diagnostic - why the secret of becoming an exceptional manager is in your own hands

You'll know you've got it when you can...

- Make key mindset changes that are essential for all good managers
- Remove resistance to change by 'buying-in' recruiters rather than 'telling them what to do'
- Set performance standards
- Conduct effective one-to-one meetings
- Hold staff accountable for agreed actions
- Pinpoint further management development need via our recruitment-specific management diagnostic

HOW TO MAKE MANAGEMENT EASIER AND GET RECRUITERS TO BILL MORE

Process, time management, delegation, fixing under-performance

Delegates will explore areas where recruiters typically under-perform and learn how to fix those areas of under-performance.

They will also learn how to use template documentation that results in greater consistency and improved billings. In addition, they will learn how to delegate with confidence.

After tailoring the template of documentation for your business they will be required to present it to you.

During this session, delegates will learn:

- The 3 Ps - People, Process, Profitability
- Understand where most recruiters typically under-perform - and how to fix that under-performance
- Crucial templates that enable performance improvement
- Time management for managers
- How to manage recruiters who constantly need your help
- How to delegate with confidence
- Complimentary recruitment-specific management diagnostic - why the secret of becoming an exceptional manager is in your own hands

You'll know you've got it when you can...

- Use and create processes that make management easier
- Quickly diagnose reasons for under-performance - and give solutions to your staff
- Delegate and ensure that delegated tasks get done to a high standard
- Rapidly improve your managerial time management
- Tailor our example templates to your own business
- Pinpoint further management development need via our recruitment-specific management diagnostic

HIRING TOP RECRUITERS

Techniques to source trainees and experienced recruiters, filters to reduce risk of mistakes

Very few managers are ever exposed to the content within this session, even though it is crucial for growth.

Your managers will learn 20 ways to source top recruiters, how to get the best out of recruitment suppliers so that they send their best candidates to you rather than your competitors, how to name gather and map out the market so that you can attract competitors to work for your business and how to avoid the risk of bad hires which are usually as a result of sloppy internal processes.

Crucially the session will equip them with the communication and leadership skills to inspire everyone in your business to contribute to internal recruitment at limited cost.

During this session, delegates will learn:

- 20 techniques to source top recruiters (both experienced and trainee)
- The dangers of the hidden cost of recruitment and how to reduce it
- How to turn your company into a talent magnet
- Filters that reduce the risk of bad hires
- Complimentary recruitment-specific management diagnostic - why the secret of becoming an exceptional manager is in your own hands

You'll know you've got it when you can...

- Identify target employees
- Engage all staff in your team to help with internal recruitment
- Gather names of other recruiters from every internal interview
- Implement pro-active and reactive talent tracking systems for recruiters
- Reduce the risk of hiring mistakes via a more rigorous internal hiring process
- Pinpoint further management development need via our recruitment-specific management diagnostic

DEVELOPING THE SKILLS OF YOUR TEAM SO THAT THEY BILL MORE, FASTER

Training, coaching, on-boarding, ongoing performance improvement

According to Microsoft there is a direct correlation that shows managers with better coaching/training skills consistently outperform their peers.

This session will highlight the critical part that your managers must play in regard to onboarding and ongoing development. They will learn how to improve each recruiter that they manage in 50 areas per year.

There will also understand how to run short, fun internal training sessions that result in improvements and greater consistency.

During this session, delegates will learn:

- On-boarding new recruits so that they bill FASTER
- How to improve 50 skills per annum for trainees and experienced recruiters
- How to improve your coaching skills (the best sales managers have the best coaching skills according to Google and Microsoft studies)
- Motivate and make it fun!
- Complimentary recruitment-specific management diagnostic - why the secret of becoming an exceptional manager is in your own hands

You'll know you've got it when you can...

- Set the tone for success on day 1
- Ensure essential learning gets done during the first three months
- Ensure that new starters work harder and learn more during induction
- Improve one skill per week for every team member
- Pinpoint further management development need via our recruitment-specific management diagnostic

CREATE AND MANAGE A PROACTIVE BUSINESS DEVELOPMENT AND CANDIDATE SOURCING CULTURE

Strategy, leadership and tactics to boost sales and candidate sourcing

This session will equip managers with simple strategies that improve business development and candidate sourcing.

Not only will they sharpen their own capability in these critical areas but they will also understand crucial measurements that will ensure greater consistency from their teams. Additionally, they will learn how to secure more business from existing clients, how they - and in time - their staff can use events to win business and how to use team job meetings as business development and candidate sourcing opportunities.

They will learn the importance of 'catching people doing things right' as part of creating and maintaining a positive work environment where everyone is focused upon greater success.

During this session, delegates will learn:

- How to lead from the front - the smart way
- Use 'job meetings' as business development and candidate sourcing opportunities
- Sharpen your own business development and candidate sourcing skills
- Critical KPIs for business development and candidate sourcing
- Use desk-side coaching to inspire your staff to bill more
- The best ways to develop the business development skills of your staff at client meetings
- How to run events with your teams that generate new clients and new candidates
- Complimentary recruitment-specific management diagnostic - why the secret of becoming an exceptional manager is in your own hands

You'll know you've got it when you can...

- Personally use fresh business development and candidate sourcing techniques
- Inspire staff to win new business on a daily basis
- Inspire staff to win source new candidates on a daily basis
- Ensure that systematic sales processes are followed
- Know how and when to intervene to boost performance
- Conduct desk-side coaching without resistance from staff
- Pinpoint further management development need via our recruitment-specific management diagnostic

PRICES & BOOKING

1 x 1/2 day (1 session)

£350.00 + VAT

1 x Full day (2 sessions)

£550.00 + VAT

All 3 days (6 sessions)

£1,485.00 + VAT

No quibble money-back guarantee

BOOKING PLACES

To book your places, [visit mikewalmsley.com here](https://mikewalmsley.com)

Or call: **0203 056 0247**

All sessions will take place at The Eight Members Club, London (at either Moorgate OR Bank).

"Great sessions, Mike is an inspiring trainer, highly recommended"

Director at Carrington West

