



## Being a Likeable Boss

Being a Likeable Boss - Online  
Training Course - CPDUK Accredited



Corporate  
Member

The CPD Certification Service



## OVERVIEW

Welcome to The Mandatory Training Group's online Being a Likeable Boss training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Being more likeable is a quality everyone can increase and improve. Being likeable and a figure of authority is where some challenging conflicts can arise. With this online Being a Likeable Boss training course, learners will recognise these possible areas of conflict and develop the skills and knowledge to overcome them.

This Being a Likeable Boss online training course will show that honesty and trust will be the learner's most essential tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put you on the right path to be a more likeable boss.

### Being a Likeable Boss – E-Learning Course — CPDUK Accredited

- ◆ Study method – Online, self-paced
- ◆ Estimated duration (Indicative CPD hours) – 4 hours
- ◆ Course format – Online (24/7 access)
- ◆ Entry requirements – no prerequisites required
- ◆ Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- ◆ Certification/Qualification – Downloadable CPD certificate
- ◆ Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- ◆ Course accreditation – CPD Certification Service (CPDUK)
- ◆ Course access – Part-time (1-year access)
- ◆ Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

### Who is the course for?

This online Being a Likeable Boss training course is suitable for anyone who wants to improve their knowledge of what is required to become a likeable boss. These skills will enhance the learner's experience, skills and employability opportunities.

### Course aims

With our Being a Likeable Boss eLearning course, learners will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, learners will improve on almost every aspect of their career.

## Learning outcomes

The learning outcomes of this Being a Likeable Boss online training course are to:

- ◆ Understand how to develop leadership qualities
- ◆ Know how to delegate effectively
- ◆ Choose inspirational and engaging tasks for yourself and others
- ◆ Use wisdom and understanding to lead others
- ◆ Identify the roles of your team
- ◆ Learn how to trust others and earn their trust.

## What is covered in this course?

This Being a Likeable Boss online training course includes the following:

### Module 1: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

### Module 2: Is it Better to be Loved or Feared?

- The Case for Fear
- The Case for Love
- The Case Against Both
- The Middle Ground
- Case Study
- Module Two: Review Questions

### Module 3: Leadership as Service

- Top-Down Hierarchies
- The Bottom-Up Perspective
- Know Your Employees
- Genuine Empathy and the Power to Lead
- Case Study
- Module Three: Review Questions

### Module 4: Leadership by Design

- Begin with the End in Mind
- Goals
- Values
- Mission Statement
- Case Study
- Module Four: Review Questions

### Module 5: Understanding Motivation

- Dramatism
- The Pentad
- Guilt and Redemption
- Identification
- Case Study
- Module Five: Review Questions

### Module 6: Constructive Criticism

- What Are Your Intentions?
- A Positive Vision of Success
- Feedback Sandwich
- Following Up versus Badgering
- Case Study
- Module Six: Review Questions



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## Module 7: The Importance of Tone

- Lighting a Fire
- Putting Out a Fire
- Adult versus Parent
- Changing the Script
- Case Study
- Module Seven: Review Questions

## Module 8: Trusting Your Team

- Dangers of Micromanaging
- Delegation and Anxiety
- Aces in Their Places
- Celebrating Success
- Case Study
- Module Eight: Review Questions

## Module 9: Earning Your Team's Trust

- Honesty
- Consistency
- Availability
- Openness
- Case Study
- Module Nine: Review Questions

## Module 10: Building and Reinforcing Your Team

- Identify Team Strengths and Weaknesses
- Identify Team Roles
- Design Exercises with Specific Goals
- What to Avoid
- Case Study
- Module Ten: Review Questions

## Module 11: You are the Boss of You

- What Kind of Person Would You Follow?
- Self-Awareness
- Self-Improvement
- Keeping Your Balance
- Case Study
- Module Eleven: Review Questions

## Module 12: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Why is this online Being a Likeable Boss training course essential?

Contrary to popular belief, a likeable boss is not a pushover. Your team can like you and respect you at the same time. It's all depends on whether or not you are gaining their respect and admiration the right way.

One of the biggest fallacies you'll hear about good managers is that they usually aren't very likeable; that the most effective bosses are often tyrants who put the success of the business ahead of being nice to their employees.

That's untrue, especially in today's workplace. In the modern business world, so much relies on a boss' ability to not only motivate workers but also keep them happy – especially the best ones. With all the job-hopping that goes on these days, bosses you aren't able to retain their best employees can't be viewed as being successful at managing their staff, regardless of whether the business is making money or not.

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## HOW IT WORKS

### Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

### Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

### Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

### Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

### Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

### 100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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## ACCREDITATION

### End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

### Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

### Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.





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Mandatory Training Group 

## WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



### Civility in the Workplace Training Course for Global Executives

*"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."*

Nicolle Billmyre, YPO, Texas, USA



### City and Hackney

Clinical Commissioning Group

### Counter Fraud, Bribery and Corruption Training for NHS Providers

*"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".*

Harriet Griffiths, NHS City and Hackney CCG, London, UK



### Accredited Training Courses, Programmes and Regulated Qualifications

*"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".*

Mansh Bhatti, Reed Courses, London, UK



*“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.*

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

*“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.*

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

## Online Training and Development for the Public Sector



*“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”*

David Sanchez, Eden Brown Synergy, London, UK



**Blended Train the Trainer Courses for Healthcare Providers**

*“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.*

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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# LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

## WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

## WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

## Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses,

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development