

Management Skills

Experience tells us that the biggest step we will ever take in management is the first one. The first few months in a managerial role can be one of the most stressful; it is then that we establish patterns of leadership and management behaviour. These can shape our subsequent experiences and follow us for the rest of our career.

This course is designed to give the first time managers an introduction to management techniques and principles. To identify the positive role models they wish to emulate and to plan how to move into the new role effectively and with confidence.

This practical course allows delegates to develop and practice skills in team and people management, as well as their communication techniques. This course will be an intensive workshop where the skills taught will be put into place via individual and group exercises and tasks. It will combine a combination of theory, practical and reflection. Delegates will go away with a personal action plan.

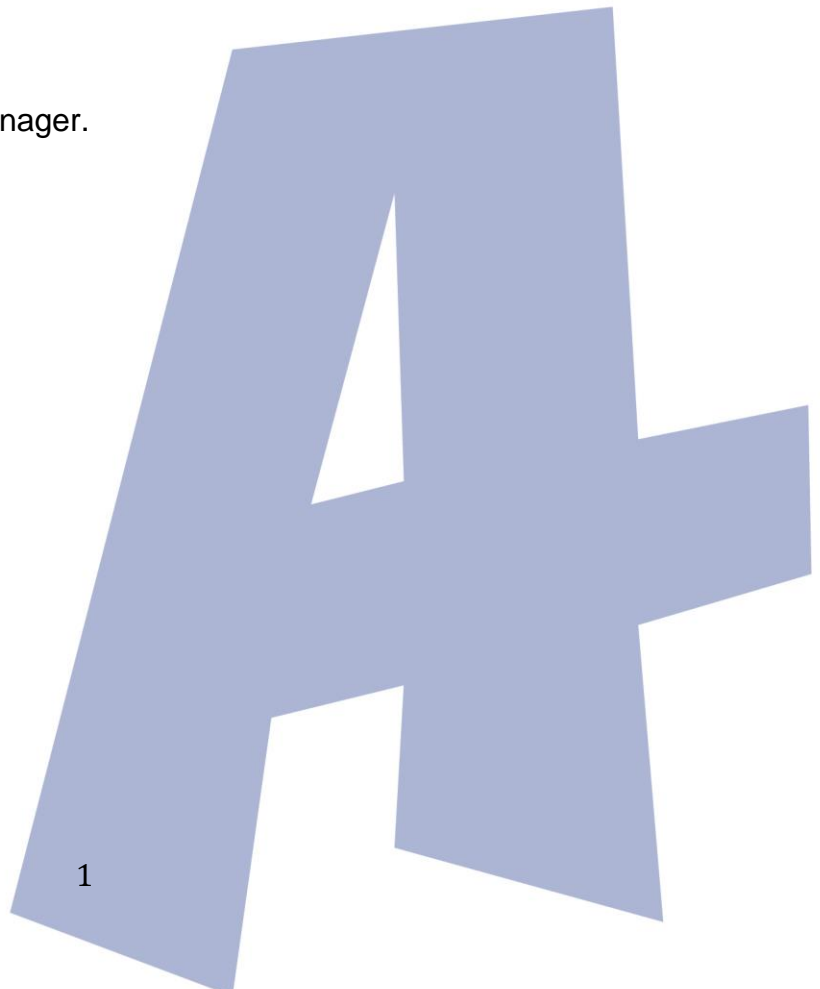
Who will the course benefit?

All those new to management who need to understand the fundamental principles.

Course Objectives:

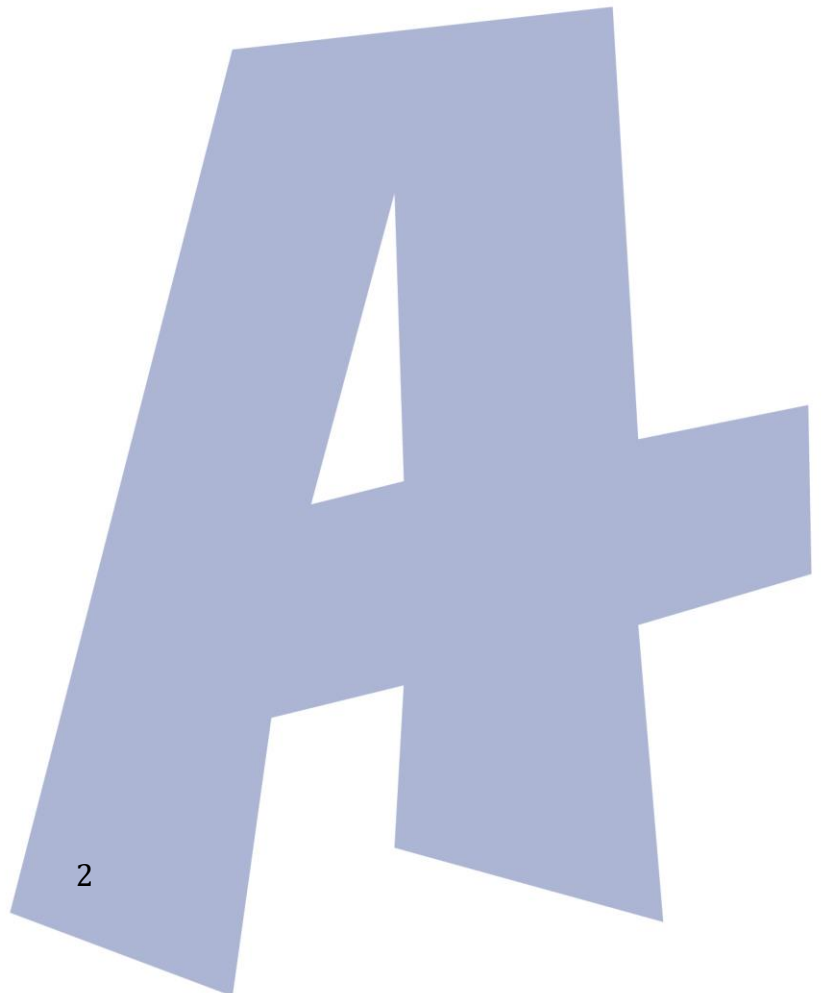
To establish the core skills of a manager.

Course Duration: 2 day



This course will enable delegates to:

- Identify the critical factors that will influence their performance as managers.
- Describe how best to lead the variety of people they manage.
- Establish formal and informal communication processes within their team to maintain effective leadership without overbearing control.
- Define the major influences that affect human behaviour and motivation.
- Establish the principles of planning and setting objectives.
- Identify the requirements of good communication and presentation techniques.



Course Content

Management Fundamentals

- Functions, responsibilities and factors affecting performance.
- What you have to be, know and do.
- Management principles.
- Forms of control.
- Management styles.

Staff and Team Management

- Developing individuals and the team.
- Motivational theories.
- Personal motivators.
- How to motivate.
- How to empower team members.
- Managing after empowerment
- Enhancing performance
- Functions within the team
- Development and maintenance roles within the team.

Communication and Presentation Techniques

- Ineffective communication
- Planning and preparing presentations
- Styles and approaches to presentation
- Producing a convincing style
- Use of body language and voice projection

Management Self-Development plan

- Individual goals medium and short term.
- Evaluating personal strengths and weaknesses.

