



"Become A More Effective Manager By Receiving A Thorough Grounding in All Of The Main Essential Skills Of Management and Leadership"

Training Overview

"Essential Management Skills" will provide you with an excellent foundation in all the skills and behaviours required to be an outstanding manager.

Managing the process and workload is just not enough nowadays. Instead, the modern manager needs to be able to motivate their team, be able to manage change, deal with difficult people, manage performance, they need to be able to coach and develop their staff - the list goes on!

After having attended this workshop you will go back to the workplace with a toolbox full of management skills that you can use to guarantee your success in managing yourself and others.

Who Will Benefit From The Training?

This Training will benefit anyone who manages people, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Sales Managers
- Service Managers
- Staff Looking To Progress Into A Management Position

With The Help Of This Training Delegates Will Be Able To:

- Motivate and inspire employees
- Coach and develop staff effectively
- Resolve conflicts quickly
- Build and lead high performing teams
- Gain enthusiastic cooperation
- Resolve performance issues quickly and effectively
- Delegate tasks with confidence
- Organise your time and workload



Training Agenda

Day 1

Introduction & Objectives

What makes an effective manager?

Here we look at the difference between management and leadership. What are the key duties of a manager? What makes an outstanding manager? Management best practices.

Exploring your managerial style/potential

Take a managerial assessment test to find out your current managerial style and how to use this back at the workplace, management styles team game, find out what your style means to your team and how to develop your managerial skills further. We will provide you with login credentials to Improve Systems; a web based performance management tool which measure, visualize and analyze your performance based on a Training Plan and Development Contract.

Coaching & Feedback Skills

Learn how to coach and give feedback to your staff members to help their personal and professional development. Learn different models of coaching and how to give positive and constructive feedback to apply these to fit the situation. i.e. formal coaching sessions, on the job coaching, reviews etc.

Lunch

Communication & Influencing Skills

Learn how to be a master communicator and how to get your point across in a clear, concise and positive manner. Learn how to make small talk with strangers, the importance of non-verbal communication and how to influence others to see your point of view so that you sell your idea effectively!

Managing Conflict

Learn how to manage conflict on a one on one basis as well as managing conflict between members of your team. Learn communication and process techniques to be able to handle any conflict situation that may arise.

Close Day 1.



Day 2

Recap And the Day Ahead

Managing Performance

Learn how to set goals, objectives and put development plans together with your staff. Learn how to review performance and how to manage under-performers. Learn how to deal with difficult people in an effective manner.

Building High Performance Teams

Building highly effective and performing teams is an essential objective of your role. Learn how to get all of the members in your team to work together and to exceed all targets that are asked of you.

Lunch

Motivation Skills & Understanding Others

Learn what makes people tick and what gets them out of bed in a morning and how to use this to your advantage. Learn how to elicit your staff's motivations, values and beliefs and how to tailor your communications with them to motivate them to do an outstanding job in all that they do.

Time Management & Delegation Skills

Managing your time and juggling workloads is a difficult task. Learn how to prioritise your work and know how to manage conflicting priorities. Gain an appreciation of the difference between "importance" and "priority" and how to effectively delegate your work.

Understanding Your Own Managerial & Learning Styles

Understanding yourself and others is critical for any manager to succeed. Take some assessments and tests and get feedback on your own style and what it means to you and everyone in your team.