

## Introduction to Management Skills

### Learning Objectives

Making the move into a management job can be demanding. It needs new skills, so that you can get results through other people. These essential skills for new managers do not come naturally. This 3 day course helps you start to learn them.

This intensive course is highly participative and provides delegates with guidance on how they can build and develop key skills needed when they move into a management role. The course is designed to be as practical as possible. The programme format includes individual and group discussions, simulation exercises and input from the course leader. This course has been designed for the first time manager. It can be presented at different levels according to the skills of the delegates.

### Pre-Requisites

This course is designed for anyone who is new to, or will soon be in, a management role.

### Topics:

#### Understanding Core Values

- ✚ A "No blame" culture
- ✚ What it means for you
- ✚ What it means for you staff

#### Management Skills – What are They?

- ✚ The roles and responsibilities of a manager
- ✚ Important attributes of managers
- ✚ Leadership vs. management

#### Managing Yourself

- ✚ Planning and prioritization
- ✚ Improving your systems and controlling your work environment
- ✚ Keeping on top of the paperwork

#### Leading and Developing Your Team

- ✚ Understanding why people work – positively!
- ✚ Card Game - A team exercise
- ✚ Motivation v Enthusiasm
- ✚ Interviewing/inducting new staff
- ✚ Training and developing your staff
- ✚ Levels of staff relationship

#### Styles of Management

- ✚ Open door, Closed door, Happy medium
- ✚ Steps for assessing readiness
- ✚ Questions for assessing ability/motivation
- ✚ Leadership support required for each readiness category

#### Effective Communication Skills

- ✚ The skills needed to listen at work
- ✚ Face-to-face skills
- ✚ Effective questioning skills

#### Diversity and Equal Opportunities

- ✚ Specific to your organization

#### Breaking the Delegation Barrier

- ✚ What is Delegation
- ✚ Breaking the delegation barrier
- ✚ Why delegate
- ✚ Why is it so hard to delegate
- ✚ The systematic approach to delegation

#### Managing Your Boss

- ✚ Your bosses expectations
- ✚ Where do bosses go wrong
- ✚ What can you do to help your boss

#### Managing Different People

- ✚ Aggressive, Assertive & Passive Types
- ✚ Difficult people
- ✚ Using empathy

#### Successful Team Meetings

- ✚ Planning and setting the agenda
- ✚ Basic Presentation Skills
- ✚ Getting contribution from everyone
- ✚ Ensuring effective follow up action is taken
- ✚ Brainstorming for beginners

#### Course Review and Wrap Up

"12-O-Clock High" (Film) An introduction in case study of Management skills A final check of individual action plans