

## Management Skills

### Learning Objectives

Current skills needed for today's management are rigorous and demanding. It needs new skills to achieve overall objectives: but these skills do not come naturally-they need to be learned and then practised. This 3 day course helps you start to really understand and learn them.

This focused and highly researched course is a very participative and provides delegates with guidance on how they can continually develop key skills needed within the role. The course is designed to be as practical as possible. The format includes individual and group practice, role-play and input from the course leader.

This course will provide the delegates with the opportunity to:

- ✚ Understand their own strengths and weaknesses and how to use or overcome them as required
- ✚ Make better use of the limited time they have available
- ✚ Identify the key elements of management within their own specific working environment
- ✚ Understand the importance of clear communication to the effective manager
- ✚ Develop the skills and techniques to manage people more professionally

### Pre-Requisites

This course is designed for anyone who is new to, or will soon be in, a management role. This course will also benefit anyone who has been in management and needs an insight into current thinking.

#### Topics:

##### Management Fundamentals (Overview)

- ✚ Introductions and course objectives
- ✚ The nature of managerial work

##### Start By Managing Yourself

- ✚ Establishing priorities
- ✚ Improving your systems and controlling your work environment
- ✚ Keeping on top of the paperwork

##### Making Professional, Persuasive Presentations

- ✚ Planning the contents/support materials
- ✚ Delivering the presentation

##### Leading and Developing Your Team

- ✚ Understanding why people work
- ✚ The staff relationship
- ✚ Interviewing/inducting new staff
- ✚ Appraisal, counselling and promoting staff
- ✚ Training and developing your staff
- ✚ Dealing with difficult people

##### Active Listening & Interviewing Skills

- ✚ The skills needed to listen at work
- ✚ Practical activities to help develop these skills

##### Styles of Management

- ✚ Steps for assessing readiness
- ✚ Questions for assessing ability/motivation
- ✚ Leadership support required for each readiness category

##### Planning and Decision Making

- ✚ Setting clear objectives
- ✚ Identifying key stages and milestones
- ✚ Ensuring the plan was implemented
- ✚ Problem solving
- ✚ Implementing the decision

##### Running Better Meetings

- ✚ Planning and setting the agenda
- ✚ Getting contribution from everyone
- ✚ Ensuring effective follow up action is taken

##### Project Management Skills

- ✚ Initial scoping and setting up an assignment/project
- ✚ Diagnosis: Obtaining the facts and defining the problem
- ✚ Action planning
- ✚ Implementation
- ✚ Evaluation and termination

##### Influencing and Negotiation Skills

- ✚ Planning your position
- ✚ Giving and getting
- ✚ Getting to win/win

##### Course Review and Wrap Up

A series of individual & group activities to consolidate the key skills introduced during the course, with individual action plans