

Managers need a wide skills set to meet the challenges they are presented with. They are required to lead and motivate their team; be able to manage change, deal with difficult people, manage performance, coach and develop their staff – and the list goes on!

Our management training course provides managers with the knowledge and skills required to perform their role.

Managers must also use a structured, well-informed approach to get the best results from the people and other resources they manage. During the training we will ensure that delegates experience real life workplace situations and plan strategies to deal with business and staff management issues.

We help managers to build confidence and achieve better results through an enjoyable learning experience.

*“Leadership is the ability to get a person to do what you want, when you want it done, in the way you want it done because they want to.” Dwight D. Eisenhower*

### Who will benefit

Suitable for those who are new to management or people who have been managers for some time but want to refresh themselves on the basics of management and ensure that they are up-to-date with management techniques.

We will design and deliver a course that is centred on your exact requirements and based upon your manager's training needs.

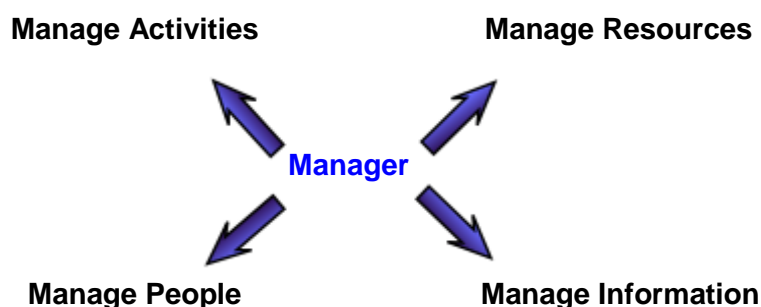
### Duration

1 to 5 days depending on delegates needs.

### Objectives of the Programme

- To provide managers with the necessary knowledge, skills and behaviours to increase their effectiveness in their current roles.
- To equip managers with the managerial skills necessary for them to adapt to changing demands in the future.
- To improve succession planning by providing a structured development program which will enable managers to fulfil their potential within the company.

We tailor our courses to meet our client's needs and decide on which of the following four areas of responsibility for a manager are essential for the course:



Here are some of the activities that we can cover in a course:

### **Manage Activities**

- Planning and organizing work
- Monitoring performance and looking for ways to improve
- Maintain Health and safe environment
- Prioritising work
- Day to day work planning/allocation
- Setting standards/meeting KPI's (Key Performance Indicators - related to the business targets).

### **Manage People**

- Recognise why managers are needed
- To identify the roles and responsibilities of managers
- State what they do and identify their role in meeting business priorities
- Establish what relationships managers need to develop in order to meet business priorities
- Recognize their training and development needs and take responsibility for self managed development
- Gain an awareness of their management style, with its strengths and weaknesses
- Manage their time to meet objectives
- Gain the trust and support of colleagues/team
- Gain the trust and support of their manager
- Minimize and handle conflict
- Develop assertive behaviour rather than being passive or aggressive
- How to deal with issues, instead of emotions in an assertive confrontation
- The various approaches to deal with conflict and why our actions affect others behaviour (Transactional Analysis).
- Manage discipline and grievance matters
- Identify and meet training and development needs of staff to ensure they produce good results
- Plan the work of the team and individuals, ensuring right person for the right job
- Assess the work of team and individuals
- Give feedback and encouragement to teams and individuals
- Help to deal with staff whose performance is unsatisfactory
- Developing self and others to meet objectives
- Achieving results through people.

## **Manage Resources**

- Identify resources needed and any potential shortfall
- Monitor and control resources
- Identify problems quickly
- Identify and recommend solutions to problem
- Implement solutions
- Meeting and exceeding customer expectations
- Providing quality service
- Meeting KPI's
- Ensuring smooth workflow

## **Manage Information**

- Appreciate the barriers to effective communication
- Identify information needs of listeners
- Adapt communication styles appropriate to the listeners/situation including selecting an appropriate time and place
- Listen actively, ask questions, clarify points and check mutual understanding
- Give and receive feedback
- Ensure confidentiality
- Use effective communication skills for meetings or presentations
- Carry out team briefings
- Be able to give orders and instructions if appropriate
- Gather and record information
- Carry out performance management
- Assist with recruitment and selection
- Train and develop staff

## Example One-Day Programme

Please note; these are only an example of the subjects that can be covered in a one or two-day course. We will change the subjects covered to meet your needs.

1. Introductions
2. Perceptions – Seeing issues from another person's perspective.
3. Manager's Role
  - Recognise why managers are needed
  - Identify the tasks associated with the role of manager
  - Identify the skills and abilities required to perform the role
  - Identify each delegate's personal development requirements, to become more effective in their role at work.
4. Actions of a leader
5. Effective Communication
  - Listening skills
  - Barriers to effective communication
  - Giving Feedback
  - Body Language
  - Developing Rapport
6. Improving Job Performance
  - Motivating staff - SMART Action Plans
  - Coaching staff - Leadership Arrows
7. Personal Action Plans for delegates

# Example Two-Day Programme

## Day 1

1. Introductions
2. Perceptions – Seeing issues from another person’s perspective.
3. The Role of the Manager
  - Recognise why managers are needed
  - Identify the tasks associated with the role of manager
  - Identify the skills and abilities required to perform the role
  - Identify each delegate’s personal development requirements, to become more effective in their role at work.
4. Actions of a leader
5. Bataris Box – How our attitude affects our behaviour – which affects others attitude and behaviour
6. Effective Communication
  - Listening skills
  - Barriers to effective communication
  - Giving Feedback
  - Body Language
  - Developing Rapport

## Day 2

7. Developing staff through the Experiential Learning Cycle (ELC)
8. Practical on leading teams
9. Assertiveness and Dealing with Conflict
  - Develop assertive behaviour rather than being passive or aggressive
  - How to deal with issues, instead of emotions in an assertive confrontation
  - The various approaches to deal with conflict and why our actions affect others behaviour (Transactional Analysis).
10. Improving Job Performance
  - Motivating staff - SMART Action Plans
  - Coaching staff - Leadership Arrows

11. Appraising Staff or Disciplinary Matters

- Coaching staff who are late or not complying with work conditions
- Disciplining staff is a failure not a success
- Role-plays involving disciplinary and coaching matters.

12. Personal Action Plans for delegates.