

# ESSENTIAL MANAGEMENT SKILLS

Duration: 2 Days | CourseCode: MANINTRO



## COURSE AIMS:

Building a foundation for excellence in management.

As someone new to management, you may have an idea of the kind of manager you would like to be. Perhaps you would like to model yourself on a manager you have had, who has mentored and inspired you. You too can become an influential manager, one who commands respect and co-operation, once you understand the dynamics involved in managing people.

## COURSE PRE-REQUISITES:

This programme is for you if you are new to a management role and want to learn the tools and techniques that will give you a firm foundation upon which to build your career in management.

## COURSE OBJECTIVES:

On completion of this course delegates will be able to:

- Understand the dynamics of managing people
- Appreciate the manager's role and responsibilities
- Acquire the confidence to implement new practices
- Understand motivational factors and how to apply them
- Have an essential toolkit for managing performance

## COURSE CONTENT:

### Introduction and Objectives

#### Being Today's Manager

- Define the role of the manager
- Setting standards for yourself and others
- Characteristics of an effective manager

#### The Management Process

- Agreeing goals
- Setting SMART objectives
- Action planning
- Involving the team
- Allocating work
- Supporting and monitoring results

#### Feedback

- Techniques for giving positive and motivational feedback
- Golden rules for receiving feedback

### Developing Your Management Style

- Using your personal style to maximise results
- Personal strengths and blind spots
- Self-assessment

### Understanding conflict

- Assertive communication
- Conflict resolution strategies

### Delegation and Motivation

- Getting the best out of people
- Developing and 'stretching' people

### Managing People and Performance

- Strategies for managing difficult people and situations
- The performance management process

### Action planning

### Review of Programme

For more information

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