



## Essential Skills for Management

### **Objectives**

A practical two day course designed to provide an excellent foundation in the skills and behaviours required to be a great manager. The course will focus on developing personal style, best practices and behaviours of effective managers as well as powerful techniques for getting the best from people.

### **Content**

#### **Your Management Style**

- Identify your personal management style – self analysis questionnaire
- Understanding the impact of your style on those around you
- Adapting your style to fit particular situations

#### **Communication Skills and Self Awareness**

- Communicating your vision and values - avoiding ambiguity and providing clarity
- Being assertive and getting your message across
- How you appear to others – voice tone and pitch, body language
- Learning the psychology of communication

#### **Leadership and Management**

- Learn the seven elements of successful management - tools and techniques to deliver results
- Understanding the differences between managing and leading

## **Managing the Team**

- Managing expectations of the team – your role as provider, protector and planner
- Motivate and empower your team
- Delegate work to individuals and teams
- Goal setting and recognising achievement
- Help staff solve problems which lead to under-performance
- Handle difficult situations and people using constructive feedback