

## Essential management skills

2 day workshop programme  
developed for first time and developing  
managers

call: 01392 580560



### Workshop style and approach

A fast paced workshop which provides a comprehensive overview of management practice. Tutorial session case studies and interactive practical work make this engaging workshop an excellent grounding for new managers and those seeking to develop further.

### Learning outcomes

Following the workshop you will be able to:

- Describe the main functions of management
- Be able to schedule work appropriately

- Understand how to communicate well to get the best out of people
- Organise yourself and allow sufficient time for important tasks
- Understand the key principles of delegating tasks to members of a team
- Use questioning to gain a full understanding of a situation without delay
- Demonstrate the key attributes of time management
- Delegate tasks to maintain a good working environment

### Workshop Outline

- Roles and responsibilities of a manager, core competencies and reasons to succeed.
- Managing people
  - Scheduling and planning workloads
  - Establishing standards for work
  - Motivating & monitoring staff
  - Effectively addressing underperformance
- Communicating effectively
  - The appropriate use of questioning and listening
- Giving feedback to drive up performance
- Meetings as a communication channel
- Team management
  - Personality types and team composition
  - Encouraging and maintaining positive team dynamics
  - Taking on the team leader role
- Developing personal skill for management
  - Personal time management
  - Prioritisation and planning skills
- Action planning