

EFFECTIVE MANAGEMENT SKILLS

INTRODUCTION

Whether you choose to lead or have leadership 'thrust upon you', one thing becomes alarmingly clear as you conduct your duties. People take what you say and what you do to heart. Rightly or not, one of the burdens of leadership and management is that people expect more of you. Small changes in perception therefore, often have a huge effect in response.

To succeed as managers, employees need to maximize the productivity and satisfaction of their staff. Effective Management Skills teaches managers and supervisors how to:

- be productive on teams
- communicate more effectively
- own their attitude
- understand behaviours

SEMINAR STYLE

Plenty of participation, practical exercises, discussions, training videos, syndicate work and role play.

WHO IS IT FOR?

The course is aimed primarily at those who have full management or supervisory responsibility for subordinates. It builds on the skills already developed in such a way that both new and more experienced managers can benefit.

SEMINAR OUTCOMES

By completing the Effective Management Skills seminar, managers will improve their ability to get results through others as they:

- fully understand the role of the manager
- identify and utilize key management skills
- apply management skills and techniques to practical situations
- develop personal action plans for implementing ideas at work

SEMINAR MODULES (16)

- Planning. The effects of poor or no planning
- Objective Setting. Clear objectives help with managing performance
- Communication Skills. How to be able to find out information from someone else
- Listening Skills. Recapping, summarizing, checking understanding
- Questioning skills. The right question at the right time and the Structure of a Fact-Finding Session
- Meetings. How to plan them and make them more effective
- Monitoring and Control. By involving staff, they share responsibility and feel better motivated
- Motivation and Team Motivation. Everyone is different, and needs motivating and leading in a slightly different way to get the best results
- Leadership. The right style for you
- The Power of your Behaviour. An important aspect of motivation is your own image.
- Reviewing Performance. An everyday management function often neglected
- Time Management. Conflicting priorities and demands, coping with continuous crises and interruptions
- Legal & Procedural Responsibilities. Statutory Sick Pay, Health & Safety, Sex Discrimination, Data Protection
- Managing Stress. Recognising and dealing with stress
- Handling Difficult Situations. Push and pull styles

Delegation. Many managers make the mistake of trying to do too much themselves!