

Laying the Foundations...

...to developing first class managers

The Catalyst CMI Accredited Introductory Certificate in Management

This internationally recognised qualification from the Chartered Management Institute will inspire aspiring managers. An opportunity to practice and develop industry-leading management skills, knowledge and behaviours.



“With over 71,000 members, The Chartered Management Institute is one of the largest professional management organisations.”

The Chartered Management Institute



Course objectives

To help delegates learn, as first line managers or aspiring first line managers, focusing on:

- Developing yourself
- The importance of a 'customer' focus
- Gathering and communicating information
- Setting objectives, planning and monitoring
- Working effectively with others
- The basic concepts of quality, continuous improvement and change
- Specialist management skills



Best Course Assurance™
we want you to attend the right course.

Whether you have a tailored or scheduled need, our personal, consultative approach means we can get it right, first time and every time.

Coaching with the Catalyst APSP™

Catalyst's unique **Action Plan Support Programme™** offers delegates additional coaching support to ensure maximum potential is achieved.

We believe that Coaching is a dynamic partnership, which takes place in the immediacy of the work environment. It focuses on exploring competency and skill gaps from professional and role objectives, and works towards putting them into tangible and measurable achievements in practice.

Coaching can be a very powerful developmental strategy when introduced to the workplace. It aims to **enhance optimum performance** and productivity within the workforce and **encourage life-long learning**.

Speak to a Client Relationship Manager to discuss further the benefits of Coaching assistance with this course.

Our Method and Coaching Support For You

This programme is fully participatory and experiential. It combines theory, individual reflection and activities with role plays to ensure that all learning is applied directly to real life situations. Each delegate is individually supported with Coaching to reach the required standard to answer the seven assignment Questions set out by the CMI. These are submitted to Catalyst to be forwarded on to the CMI – delegates will receive their results within 28 days.

Who will benefit?

An essential course for a newly appointed manager. Developing the skills vital for effective management; leadership, adaptability, problem solving and communication. Laying the foundations for success.

the course details...

Day 1

Management Skills: The Foundations

Developing yourself

- Core competencies of management
- The manager's role in staff development
- Self Assessment & seeking feedback

Organising & Planning

- Setting SMART objectives
- Identifying development areas
- Time management

Leading others

- Exploring leadership issues and styles
- The key skills and qualities of the effective leader
- Leading the team by example, building rapport
- Vision - sharing it to gain commitment

Recognising the importance of motivation delegates receive their results within 28 days.

Day 3

Achieving Results for Your Customers

The Elements of Customer Care

- Internal and external customers
- Understanding customer expectations
- The difference between service & satisfaction
- Taking ownership
- Creating a positive image

Working with others

- Team relationships
- Rights and responsibilities
- Handling difficult situations

Change Management

- What are the causes of change
- How change effects people

What can we do about making change work for us

Day 2

Management Skills: The Foundations

Understanding Behaviour and Communication

- Understanding the other point of view
- How we affect and react to the behaviour of others
- Saying no constructively

Information & communication

- The communication process
- Overcoming barriers to effective listening
- Acknowledging correctly

Receiving and giving information

- Presenting information, preparing reports and meetings
- Checking understanding and acknowledging correctly

Day 4

Specialist Management Skills

Recruitment and selection

- Identifying the right people in the right roles
- The process of recruitment and selection
- Building job description and personal specifications
- The interview process

Health and Safety

- Your role in Health and Safety Health and safety legal requirements

Managing Quality & Resources

- Quality assurance, what is it and why it is so important

Monitoring progress

- Managing performance

Please call your Client Relationship Manager on 0207 436 3636 for further details.