

## Management Skills

Your People & Your Business

2 day  
Course

### 'Leading, Innovation, Encouragement, Motivation'

**Business Scenario** One challenge for today's managers is to provide direction, create solutions, encourage productivity and promote teamwork by communicating effectively. This course examines core management competencies and offers tools and techniques for strengthening your management skills.

**Who will Benefit?** This course has been developed for recently appointed managers and experienced managers wanting to refresh their knowledge and skills. It applies to managers across all functions and sectors.

**Course Objectives** By the end of the course you will be able to:

- Plan and set goals, targets and objectives
- Manage your time more effectively
- Use delegation as a developmental/motivational tool
- Use the conversation cycle to communicate effectively
- Give positive and constructive feedback
- Analyse your own team role and its impact on the team environment
- Identify personal development needs and complete an action plan to address them

#### Course Content

##### Introduction to core skills

- Core competencies of management
- Identifying the skills and knowledge you need
- Devising a clear vision and mission

##### Delegation and motivation

- Developing people to excel in their roles
- Using the four stages of delegation to meet individual needs
- Motivating and empowering individuals and teams

##### Planning and problem solving

- Plan, do, review
- Setting smart objectives for yourself and your team
- Problem solving strategies

##### Leadership

- Styles of management and leadership
- The circle of influence
- Key leadership skills

##### Communication and teamwork

- Communicating in a clear and assertive manner
- Making the most of your team
- Identifying team roles and preferences

##### Time management

- Improving your time management
- Identifying time wasters

**Course Features** This course includes discussions, group work, exercises, questionnaires and video case studies. Action planning is used for the successful application of learning & future development.