

Key Management Skills

Suitable for

Anyone who manages or supervises people in any environment including those who are new to the role and as a refresher for those who are more experienced

Benefits for business

This course will provide your people with the knowledge, skills and behaviours required to be an effective and confident manager. It covers management models in context and how management styles and team dynamics impact on personal effectiveness and company performance. It also includes practical tools to improve interpersonal and communication skills to support corporate success and high performing teams.

Course content

Knowing your environment

- What is management and leadership – models in context
- Team dynamics – how to make it work
- Organisational culture, practices and procedures

Knowing yourself

- Management styles profiling – what's yours and does it work
- What makes an effective manager – perception, perspective, presence and performance
- Developing yourself – professionalism, interpersonal skills, confidence and personal impact
- Developing a coaching style
- Developing your tool-kit of resources – practical tools to use
- A personal action plan

Knowing your team

- Getting the best from your team by understanding team ethos
- Building productive relationships and dealing with barriers
- Engaging your team
- Motivating your team
- Communicating effectively
- Supportive change management
- Developing your team
- Managing performance
- A team action plan

Duration and venue

- One day delivered on site or local training venue

Support option

- Individual on going support to ensure transfer learning to workplace

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