

Essential Skills of Management

INTRODUCTION

This course is designed for people already in Management positions, but who have not received any formal training. The course addresses the essential skills of management including Communication, Leadership, Motivation, Delegation, Influencing and Problem Solving and Decision Making. This intensive course is highly participative, giving delegates the opportunity to practice the key skills discussed.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Reviewed** the role of the manager
- **Identified** their current skills in relation to their role
- **Reviewed** their Communication Skills
- **Practised** effective communication in a range of situations
- **Identified** their preferred style of influencing
- **Practised** the skills of influencing in a group situation
- **Identified** their Leadership Style
- **Reviewed** methods of improving their leadership style to achieve better results from their teams
- **Identified** key motivators for themselves and their team
- **Reviewed** delegation as a motivator for others
- **Practised** the skills of leadership and motivation
- **Reviewed** and practised the skills of mentoring and coaching
- **Undertaken** planning using a variety of effective planning tools
- **Reviewed** and practised problem solving techniques
- **Developed** an individual action plan for implementation in the workplace

COURSE DURATION: 2 Day Course

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COURSE CONTENTS

The Role of the Manager

Identify the role and skills of a Manager
The process of management
Management styles
How do we measure up?

Communication Skills

Improving interpersonal skills
Dealing with difficult situations
Adapting your communication style for specific challenges
Practical exercises

Influencing

What is your preferred style of influencing?
Choosing a style
Preparing to influence, structuring the argument
Making a case, selling the benefits
Overcoming objections

Leadership

The skills of leadership
What does a leader do?
Leadership style questionnaire
The effective team
The qualities of an effective team, how is this achieved

Motivation

What motivate you?
What motivates you team?
Methods of motivation
Motivation through delegation

Coaching and Mentoring

The Role of the Mentor
Who needs mentoring?
Defining the role and responsibilities of the mentor

The Skills of Mentoring

Establishing rapport and building trust
Listening and questioning

The Mentor as a Coach

Identifying learning needs

The Coaching Process

Agreeing the plan

Problem Solving

Identifying the problem
Problem solving techniques
Practical solutions

Personal Development Action Plan

