

## An Introduction to Management

### INTRODUCTION

Designed to aid management and supervisory development, this is a lively and practical course, full of discussions, activities and workshops. It provides managers and supervisors with a good grounding in the vital skill areas they need to perform effectively – namely: team leadership, communication and problem solving. With no room for jargon in this intensive programme, delegates undertake a pre-course activity to ensure maximum learning value.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:-*

- **Defined** leadership qualities
- **Identified** their leadership style
- **Analysed** the characteristics of a high performing teams
- **Recognised** the complementary roles performed by team members
- **Identified** the skills and techniques that contribute to an environment where people want to work hard
- **Practised** the skills of communication
- **Distinguished** assertive behaviour from aggressive and used assertiveness techniques
- **Recognised** how basic Transactional Analysis (TA) techniques can be useful
- **Learned** how to deal with conflict and give feedback
- **Identified** their influencing style
- **Undertaken** planning using a variety of effective planning tools
- **Used** a logical problem solving system
- **Made** a commitment to improving performance as a manager

### COURSE CONTENTS

#### Characteristics of a Successful Leader

Analysing your leadership style

#### Characteristics of an Effective Team

The roles played by team members  
Members of staff and contractors

#### Motivation

Delegation

#### Communication

Identifying communication behaviours  
Questioning skills  
Listening skills  
Body language

#### Communicating with Teams

Dealing with difficult behaviour  
Effective questioning skills

#### Communicating Assertively

Obstacles to behaving assertively  
Techniques for specific situations

#### The Power of Behaviour

Transactional analysis

#### Handling Difficult Situations

Confrontation  
Giving and receiving feedback

#### Influencing Skills

Analysing their influencing style

#### Key Steps of Planning

Setting objectives

#### Problem Analysis

Decision making

#### Personal Development Action Plans

**COURSE DURATION:** 2 Day Course

[www.oaktree-training.co.uk](http://www.oaktree-training.co.uk)

