

Managing through Challenging Times

INTRODUCTION

The current recessionary climate is having a significant impact on people, performance and productivity. As organisations scale down, many managers will be expected to achieve more with less resource. At the same time there is the need to maintain high standards of quality and customer service.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **An understanding** how the current climate may affect important business relationships.
- **Confidence** to manage themselves and others through difficult periods
- **Learnt how** to maintain consistent levels of performance and productivity
- **Acquired** skills to assist with control in a difficult environment
- **Developed** skills and competencies that enable Managers to motivate staff through turbulent periods
- **Improved** communication skills
- **An understanding** of how to manage change in an economic turbulent environment
- **Acquired** new strategies and skills to do more with less
- **Improved** leadership and managerial skills at all levels through volatile business cycles.

COURSE CONTENTS

Managing and sustaining performance

Motivation

Communication

Influence and assertion

Achieving more with less

Managing through change

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

COURSE DURATION: 2 Day Course

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