

## **Introduction to Management and Supervision Skills**

### **Course description**

This course is designed to help delegates understand the initial skills and responsibilities that go with first line management responsibility. The course looks at a combination of skills and behaviours associated with management.

### **This course suits**

Any person who has the responsibility to manage any number of staff at a functional level within an organisation.

### **What delegates will gain from the course**

- An understanding of management styles
- How to agree and monitor objectives
- When and how to delegate
- Understand the key concepts of motivation

### **Timetable**

09:30 - 10:00 Coffee & Course Objectives

10:00 - 11:00 Developing Positive Habits

11:00 - 12:00 Supervision And Management: What's The Difference?

12:00 - 12:30 Natural V Appropriate Behaviour

12:30 - 13:00 Interpersonal Skills

13:00 - 14:00 Lunch

14:00 - 15:00 Setting Objectives, Decision Making, Time Management & Delegation

15:00 - 16:00 Coaching for Success

16:00 - 16:30 Motivating Your Staff

16:30 Summary & Action Plans Agreed