

Management Skills

Management beyond the basics

This course has been developed for managers who have some experience of managing but have received no formal management training, or who are looking for a refresher programme. It is the ideal follow-on course to our "Introduction to Management" programme. Through a series of discussions, exercises and case studies, this action packed two days presents a review of modern management techniques to hone your skills.

Programme Contents

Defining the Managers Role

The Mechanics & Dynamics of Management

Making the Right Decision

- Decision Making Techniques

- Prioritising

Planning Skills

- The 7 Steps of Planning

- Setting Objectives

- Better Estimation

The Manager as Team Leader

- Characteristics of Effective Leaders

- Creating Successful Teams

Delegation Checklist

Communication Skills for Managers

- Influencing Others

- Listening Skills

- Counselling Staff

- Managing Meetings

Maintaining Staff Performance

- Monitoring & Reviewing Performance

- Motivating Staff

2 Days - Non Residential