

# Essential Management Skills

Two Day Course

Presented by Lynn Andrews

## Who will benefit

This course is designed for Managers, Team Leaders and Supervisors. Participants will cover the fundamental principles of management and be introduced to a wide variety of skills and techniques that are aimed at helping them to get the most from their staff to enable them to achieve their organisational objectives.

## Objectives

- Develop a solid foundation of management skills
- Understand the process of setting and achieving team and individual goals
- Lead, motivate and develop individuals as a means of improving team performance
- Resolve conflict
- Enhance communication skills
- Improve performance management and feedback skills
- Adapt management style in order to achieve results
- Build an effective team

## Key topics include:

### The Managerial Challenge

- Progressing from being managed to managing
- Effective management techniques
- Organisational visions
- Duties and responsibilities included in role

### Planning Skills

- Managing your time
- Prioritising and scheduling tasks
- Decision making techniques
- Setting meaningful targets and objectives with established deadlines and standards
- Personal goals and objectives

### Team Development

- Knowing the key stages of team development
- Recognising the benefits of effective teamwork
- Defining individual roles and responsibilities
- Appreciate areas for improvement
- Review what works well

### Communication Skills

- Techniques to achieve rapport, empathy and enhanced interpersonal skills
- Using appropriate questioning styles
- Active listening techniques
- Non-verbal communication techniques
- Adopting assertive behaviour

### Performance Reviews

- Understanding the purpose and benefit of performance reviews
- Using appraisals as a management tool
- How to prepare and conduct successful reviews
- Providing recognition and giving specific feedback

### Delegation and Motivation

- Maximising team motivation
- Developing people to excel in their roles
- Linking the four stages of delegation to individual needs

### Handling Difficult Situations

- The four steps in problem solving
- Dealing with difficult and demanding situations
- Strategies to deal with conflict

### Action Plan

- Participants devise a Leadership Plan of Action, identifying their personal take-out of the course and areas for their development.

### For further details contact:

**Lynn Andrews, Performance Development Specialist**

**Email: [lynn@lynnandrews.co.uk](mailto:lynn@lynnandrews.co.uk)**

**Phone: 07775 674146**