

# Course Description



## Course Title

Management Skills for Professionals

## Overview

Do you want to strengthen your management skills? Are you ready to step up to the next level? Do you want your team to perform better? This course explores the skills and knowledge that are needed to be an effective manager. It specifically looks at key areas that will enhance a manager's day-to-day performance and that of the team. As well as gaining knowledge of management skills, delegates will learn how to apply this knowledge and so strengthen and benefit their organisation.

## What You Will Learn from This Course:

- Leadership
- Teams and teamwork
- Effective communications
- Interview techniques
- Performance management
- Change management
- Negotiation
- Conflict management
- Motivational strategies
- Problem solving
- Time management

## Why Should You Attend this Course?

This course explores what skills and knowledge are needed to be an effective manager. It specifically looks at several key areas that will enhance a manager's day-to-day performance and that of the team they manage.

As well as gaining knowledge of management skills, delegates will learn how to apply this knowledge and thus strengthen and benefit their organisation.

Being a manager can be a thankless task. It sometimes seems that you are fated to manage a difficult job with a difficult team. You seem to get all of the problems but none of the glory.

However, help is at hand, and there are skills that can be learned and well-tried methods that can be used to make management manageable, thereby allowing teams to produce results.

Starting with some theories about teams and teamwork, practical tools and practices will be explained. These cover all of the key areas, so that you can build, develop and maintain your

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teams. This includes recruitment, performance management, conflict management and communication.

You will learn how to lead, motivate, empower and develop your crew, and lesser covered areas such as change management, customer management and presentation skills will be examined.

Key skills such as time management, negotiation and problem solving will be covered, meaning that your own personal performance will also be enhanced.

All of this means that delegates should emerge from the course with a high degree of knowledge and a good set of tools and practices to use and to apply to real-life work.

The course is full of practical techniques and examples, with the intention of turning knowledge into practical benefit and the worked examples, case studies and exercises are intended to make applying the knowledge gained much easier.

Finally, the instructor will include opportunities to discuss the real-world problems and issues and questions that are affecting delegates in their own working lives, so that improvements and solutions can be implemented as soon as delegates return to their desks. Often, helpful advice can be gained from the experience of other delegates, and the course setting provides opportunities to do this.

## **Who Should Attend This Course?**

- Team managers
- Aspiring team managers

## **Outcome of this Course**

By the end of this intensive 5-day course, attendees will be able to:

- Lead their teams to better performance
- Understand what makes teams tick
- Motivate team members
- Recruit the right people for their teams
- Resolve conflict and performance issues
- Introduce change successfully
- Manage their time effectively
- Solve problems appropriately

## **Course Length**

5 days

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## Course Content

An interactive mix of lecture, case studies, group discussion and activities will be used to illustrate and apply the skills, methods, tools and techniques needed by managers. The following topics will be covered:

### Introduction

- Why management is important and why it should be done well
- How this course will help

### Leadership

- Common models of leadership
- Different leadership styles and when to use them
- Difference between a manager and a leader

### Teams and teamwork

- Common models of teamwork
- Building and developing teams
- Organisational models
- The role of the team manager
- The needs and motivators of teams

### Communications and relationships

- The impact and importance of good communication
- Techniques for effective communication
- Presentation skills
- Meeting skills
- Stakeholder management
- Customer relationships, internal and external
- Dealing with complaints

### Interviewing

- The interviewing process
- Interview techniques
- Specific interview types, including recruitment and disciplinary
- Feedback

### Negotiation and conflict

- Models of conflict
- Dealing with conflict
- Negotiation described
- Negotiation process

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## Performance management

- Why performance management is necessary
- Performance management process
- Disciplinary issues

## Change management

- When change is necessary
- Reactions to change
- Enablers and blockers for change
- The change process

## Motivation

- Principles of motivation
- How to increase motivation
- Things that sap motivation
- Motivational environment

## Problem solving

- Problem solving process
- Getting to the root cause
- Decision making
- Learning lessons

## Time management

- Prioritisation
- Delegation
- Time management

## Case Studies

- Presentation of real-life examples and case studies of how management skills are used in a variety of settings

## Practical Exercises

- Worked examples, where delegates participate in groups or teams to solve some fictitious but realistic management problems.

## Summary And Next Steps

- Summary
- Things you can do next
- Reference Material