

Excellence in Management Development Programme

Overview

This 6 day development programme will teach delegates management techniques and how to manage others to obtain optimum performance.

They will develop communication and delegation techniques, learn different management roles and styles and consider ways to measure their team's efforts against business plans. They will also gain practical experience in appraisal and interview skills, and in creating and delivering reports and presentations.

Course Content

Day 1: Assertiveness, conflict resolution and handling difficult people

Objective: To build skills in handling tricky people and situations

- Personal management style
- Dealing with difficult people
- Understanding and handling conflict situations
- Looking at how Change Management Can Create Stress
- Techniques for dealing with difficult situations
- Looking at how to create win-win situations

Day 2: Motivation and Communication

Objective: To build and foster effective relationships with all parties

- Understanding the needs of others
- Motivating and Influencing
- Recognition and Reward
- Delegation and Empowerment
- Effective Communication through a range of medium

Day 3: Finance for Non-Financial Managers

- Finance for Non-Financial Managers
- Enhancing Business performance and Cost Control
- Homework

Day 4: Leadership and Management Skills - Effective Operational and Strategic Leadership

Objective: To help delegates understand the importance of effective management and their own leadership style

- Understanding the management role
- Leadership and management skills and responsibilities.
- Personal management style and its impact on the team
- Vision, mission and strategy
- Clear objective setting
- Training and developing staff

Day 5: Appraisals, Interviewing and Meetings Skills

Objective: To help delegates to improve their appraisal, interviewing and meetings skills

- Appraisal and interviewing skills
- Preparing and running effective meetings
- Developing effective questioning and feedback skills
- Presentation skills
- Equal opportunities and diversity within the workplace

Day 6: Time Management and Decision Making

Objective: To help delegates to identify obstacles to time management and improve their efficiency and effectiveness

- Time management awareness
- Strategies to improve personal time management
- Problem solving and decision making
- Personal action planning

