

# Introduction to Management

## Outline

- Two day course designed for delegates new to a management position
- It recognises that managing others requires a new skill set that understands the external business environment
- Delegates will learn effective communication, delegation, objective setting as well as motivation skills for maximising the potential in others.
- £355 plus vat
- [Booking Form](#)

## Topics Covered

### Day One

- Roles & responsibilities of a manager
- Communication - how to be effective
- Objectives - purpose, SMART objectives
- Feedback - recognise the importance of effective feedback
- Difficult Conversations - including conflict resolution

### Day Two

- Developing the team
- Creating a motivational environment
- Delegation - delegate for development of your team
- Decision making & problem solving
- Action Planning - putting it into practice

## Refreshments

- Refreshments provided at Growtrain.
- Please provide your own lunch.

## Instructor(s)

**Tracy Jones**