

Management Development 6 Day Programme

Outline

- Learn management techniques & how to manage to obtain optimum performance.
- Develop communication & delegation techniques, learn different management roles & styles and consider ways to measure team's efforts against business plans.
- Gain practical experience in appraisal & interview skills, & in creating and delivering reports & presentations.
- Please notify us of any delegate disability or additional needs which may require reasonable adjustments.
- [Booking form](#)

Topics Covered

Day 1: Assertiveness, conflict resolution and handling difficult people.

Objective: To build skills in handling tricky people and situations

- Introduction to the programme outlining expectations.
- Self-reflection & individual objectives
- Communication styles
- Conflict styles
- Dealing with conflict
- Techniques for dealing with difficult situations.
- Planning a challenging conversation

Day 2: Motivation and Communication

Objective: To build and foster effective relationships with all parties

- Motivation – what motivates people and why?
- Hierarchy of needs
- Recognition & reward
- Employee engagement – my responsibility.
- Effective communication through a range of mediums

Day 3: Operational Leadership

Objective: To help delegates understand the importance of effective management and their own leadership style to get the best out of their team

- Own Leadership style & impact on the team
- Personal vision values & how they relate to the organisation.
- Coaching – what why & how
- Coaching Models

Day 4: Management Skills - Appraisals, Interviewing and Meetings Skills

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

- Appraisal techniques
- Setting clear objectives & developing your team
- Questioning tips & techniques.
- Effective meeting management
- Presentation skills

Day 5: Time Management and decision-making skills.

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

- Time management
- What & how of delegating tasks
- Problem solving & decision making.
- Equality, Diversity, human rights at work
- Finding your balance - managing stress

Day 6: Finance for non-financial managers

Objective: to support delegates in navigating the word of the bottom line and their responsibilities for personal growth, team development and business success.

- Negotiation
- Understanding key financial terms and my responsibility for business performance
- Mentors & career planning
- Building your team
- Review of personal action plan

Refreshments

- Refreshments provided please bring your own lunch.

Instructor(s)

Tracy Jones