

Management Development Programme

Duration: 5 days

Becoming a manager can seem a bit like being dropped in the deep end where you will either sink or swim. Mostly, managers are selected from competent members of the workforce who have little or no previous experience or training in the art of managing people and projects. This 5-day programme is designed to provide delegates with the skills and techniques required by managers in today's busy workplace.

Who should attend this course?

This course is designed for Individuals wishing to develop their people management skills, and provides an ideal introduction for 'first-time' managers or those wishing to refresh their basic skills.

Course Objectives

Upon completion of this course participants will be able to:

- Communicate effectively with colleagues at all levels
- Apply motivational techniques
- Use a range of leadership skills
- Analyse problems and provide solutions
- Empower self and others to make decisions
- Handle conflict and confrontation effectively
- Negotiate to get positive results
- Plan and set goals

Course Outline

Communicating at all Levels

- Communicating clearly and concisely to ensure understanding
- Being assertive
- Setting objectives for yourself and others
- Providing accurate and timely feedback

Motivation

- Self motivation techniques
- Keeping others motivated
- Generating a '*can-do*' attitude
- Challenging negative behaviour

Leadership

- Leading by example and by empowerment
- Selecting a style of leadership to get results
- Leading in challenging situations

Problem Solving and Decision Making

- Analysing problems and situations
- Identifying cause vs symptoms
- Making confident decisions
- Following through

Empowerment

- Embracing empowerment
- Recognising your own boundaries and authority
- Making decisions without abdication
- Empowering others to claim ownership

Conflict Management

- Identifying and negating potential conflict
- Dealing confidently with conflict situations
- Finding solutions and taking action

Negotiation Skills

- Positioning yourself within negotiations
- Negotiating for best results
- Overcoming issues that jeopardise negotiations

Planning and Goal Setting

- Approaching situations
- Researching appropriate data
- Setting SMART objectives
- Communicating goals
- Managing the process