

Hands-on course , 3  
day(s)  
Ref : MOP

### Participants

Newly appointed managers,  
existing managers with  
no previous management  
training and those aspiring to  
management positions.

### Pre-requisites

### Next sessions

# Essential Management

## OBJECTIVES

*This course has been designed for first time Managers to understand the fundamentals of management and provide the necessary basic knowledge and techniques. This programme will help Managers to cater successfully to a variety of staff needs and guide each individual to reach his or her full potential. By the end of the course participants will be able to: assess their approach to management and identify key development areas; recognise different management styles; understand their impact on others; develop and motivate a winning team; communicate more effectively; handle sensitive and difficult situations appropriately; apply proven methods for enhancing individual performance.*

### 1) The Management Role

### 2) Effective Communication

### 3) Successful Meetings

### 4) Delegating

### 5) Improving Performance

### 6) Building a Winning Team

### 7) Managing Difficult Situations

### 8) Managing Individuals

## 1) The Management Role

- Management profile self-analysis.
- 6 key characteristics of an effective Manager.
- Key leadership behaviours and management activities.
- Principles of good management.

### Workshop

*Identifying your management profile.*

## 2) Effective Communication

- Different communication strategies.
- Communication pitfalls.
- Identifying needs and the best approach.
- Principles of effective communication.
- Structuring clear messages.

### Exercise

*We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.*

## 3) Successful Meetings

- Clarity of purpose and objective.
- Chairing meetings effectively.
- Handling emotional contributions and questions.

## 4) Delegating

- Knowing what to delegate, to whom and how.
- Emotional barriers to delegation.
- The delegation process.
- Assessing staff capabilities and development needs.
- Motivating through delegating.

## 5) Improving Performance

- Setting objectives.
- Criteria for effective performance standards.
- Methods of assessing and improving performance.
- Understanding the purpose and benefits of performance reviews.
- Preparing and conducting motivational meetings.
- Developing action plans.
- Following-up.

## 6) Building a Winning Team

- Winning teams how they behave.
- How motivation works.
- Monitoring and controlling.
- Giving constructive feedback.
- Generating commitment, enthusiasm and initiative.

## 7) Managing Difficult Situations

- Dealing with sensitive issues.

- Resolving conflict.
- Implementing appropriate policies, procedures and practices.
- Delivering clear and simple messages.
- Problem-solving.

**Workshop**

*Role-play, video...*

## 8) Managing Individuals

- Identifying different working styles and needs analysis.
- Constructive criticism.
- Dealing with performance problems and awkward attitudes.

**Workshop**

*Identifying your working style and adapting your approach to suit every situation.*