

## **Introduction to Management - a two day seminar**

### **Why you should attend this seminar**

Becoming a manager is more than just a change of job title, it means being able to demonstrate the skills and competences required to lead a team successfully in your organisation. Not only will you require highly developed planning and organisational skills if you are to complete tasks efficiently, but you will need to understand the people you are working with at all levels (starting with yourself).

While there is no substitute for experience, an informed approach to the component parts of the managerial role will improve your chances of success. By helping you to develop appropriate strategies when confronted with the challenges that await you, this intensive two-day seminar will provide an essential starting point to your managerial career.

The programme has been specially developed to cater for the needs of both prospective managers soon to make the transition to management and those already in management, but still 'new' to it. It offers a systematic and professional approach that allows participants to examine the theory and then, through practical exercises, apply that theory to the real world.

This seminar combines lectures, discussions and practical exercises proven to help you to develop or improve upon fundamental management skills – presented by one of the UK's leading management trainers.

### **Key benefits**

- Adapt to an appropriate management/leadership style and win commitment and support from your bosses, peers and subordinates
- Set goals and take concrete steps to build a successful career in management
- Build a positive self-image and become a more professional manager
- Use performance management to develop and motivate your staff
- Create a motivational environment and coach inexperienced subordinates
- Influence and persuade others assertively by developing effective communication skills
- Manage conflict and deal with difficult people

### **Who should attend?**

Anyone from any sector or industry who is new to a management role or is due to move into management in the near future, either as a team leader, line manager or a head of department.

### **Programme**

#### The role of the manager

- The skills and competences of the 21st century manager
- Differences between leading and managing
- Planning and organisational skills
- People skills – understanding people (self, staff, boss and others)
- What followers expect from leaders
- Recognising styles of leadership
- Adapting to the appropriate leadership styles
- Practical tools for adapting your style and problem solving approach

#### Planning and organising

- Identifying the organisational mission
- Aligning objectives to the strategic aims of the organisation
- Practical ways of translating objectives into actionable results
- Organising complexity in the rapidly changing business environment
- Achieving organisational objectives through group activities
- Aligning time management to organisational mission
- Using techniques for effective time management
- Identifying time wasters
- Effectively managing meetings and group sessions
- Managing stress and pressure

#### Interpersonal communication

- Applying an effective strategy to successful interpersonal effectiveness
- How to plan communication
- Listening, reflecting and clarifying techniques
- Using assertive language in your communication with your bosses, peers and subordinates

- Saying 'no'
  - Making requests
  - Starting, maintaining and ending conversations
  - Handling criticism
  - Expressing criticism
  - Body language and non-verbal communication
- Communicating mission strategy and performance objectives
  - Individual role plays using a combined toolkit of effective behaviours and assertive techniques for dealing with people issues including conflict

#### Motivation

- Understanding human nature and why people work
- Various theories of motivation
  - Maslow
  - McLelland
  - Herzberg
- Self-assessment in viewing your motivation and that of your employees

#### Performance management

- The art of giving feedback and soliciting feedback from others
- Objectives of a performance appraisal session
- Working with performance management objectives in the performance appraisal
- An appraisal model that allows for two-way communication
- The use of coaching as an effective tool for performance enhancement

## Delegation

- Exploring delegation – benefits and pitfalls (manager and subordinate)
- Identification of tasks which can be delegated
- Self-assessment of your delegation skills
- Decision making
  
- Identifying problems
- The effect of corporate culture on the decision making process
- Role of the manager in facilitating decision making
- Evaluating the process
- Choosing a course of action
- Evaluating the results
- Applying a model to a case study involving organisational change issues