

Moving into management brings with it an immediate need to grasp a wide range of core skills, all of which need to be present if the first time manager is to thrive on new responsibilities. As well as managing one's own workload, there is a need to delegate, motivate and direct your team appropriately. This course seeks to equip first time managers with some of these key skills and develop confidence in their roles.

Your Workshop Leader: Richard Ellis

LEARNING OUTCOMES

By the end of this course, participants will:

- have increased awareness of core management skills including: motivation, time management, communication and interpersonal skills
- be more confident in a changing role
- become more proactive in the management of change within their organisations

AIMS OF THE WORKSHOP

- To increase participants' confidence in their new role as manager
- To provide a range of skills and techniques to address specific concerns and issues
- To help participants manage change and increasing responsibility at their level within the organisation

TAILORED DELIVERY

This workshop is designed as a customised two-day workshop for up to twelve people. The final balance of programme topics can be agreed beforehand with Client and will be further refined on analysis of the participant pre-course activity which accompanies this workshop. Each participant will receive comprehensive course documentation.

Outline Programme

DAY ONE

Introduction

- defining your role: activity linked to pre-course questionnaire

Identification of Key areas of Management Principles and Practice

- current management theories

Management Styles and Implications

- directing
- coaching
- delegating

Exercises linking theory and practice.

Making more effective use of your time

Getting the Best from your Team

- motivation
- appraisal skills
- counselling

Situational Case Studies

DAY TWO

Short Review of Day One

Leadership and Team Building

- appreciating group dynamics
- managing conflict

Key Communication Skills for the new manager

- interpersonal communication skills
- Transactional Analysis

Managing Change at Work

- theory and practice
- understanding change; helping your team cope

Some critical incident situations

Action Planning and further development

Note:

The above core programme can be modified according to the particular needs of the organisation. The course can be run on two separate days with a week/ten days in between. This allows participants to complete various work related tasks. This programme can be further structured to run on separate mornings/afternoons.



COMMUNICATE

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