

Effective managers know how to balance many demanding roles – frequently under pressure. This course has been designed to assist managers, both newly promoted and those with some experience, to increase awareness of their roles and develop key skills. It links recent concepts of management with practical applications, case studies and exercises. This workshop is highly participative, and provides delegates with an opportunity to address the real challenges they face at work through study and application of good management practice. It can further be endorsed through the *Institute of Leadership and Management*.

**Your Workshop Leader: Linda Richardson and Richard Ellis**

## AIMS OF THE WORKSHOP

- increase awareness of your role and responsibilities as a manager in your organisation today
- develop your skills in leading and managing
- enable adaptation and application of ideas presented on the course

## CONTENT

The modular course has been developed and is jointly facilitated by two very experienced trainers: Linda Richardson and Richard Ellis. This collaborative approach creates a special dynamic throughout the workshop and multiplies the opportunities for syndicate activities. The follow-up project day offers the opportunity for specific, personalised feedback on a work related project and is conducted in small groups. This will involve the participants in a half day only.

**Maximum number of participants: 20.**

## WHO SHOULD ATTEND

A comprehensive and practical course aimed at people with management responsibilities who wish to develop their skills to increase their personal effectiveness within their own organisations.

### **Note on Project Work:**

*Before Day 4, participants will be asked to work on a specific aspect of their role as a manager e.g. conducting team appraisals; initiating and managing a change; improving team communications. Each person will act as a peer coach with a fellow participant to help with reinforcement and in developing understanding and practical skills. We anticipate this work taking approximately 10 hours.*

## Outline Programme

### Day One – Approaches to Management

#### The role of managers and leaders in today's organisations

- Clarifying roles and expectations
- Current definitions: management issues in relation to managing change
- Effective management and leadership styles, and the role of motivation

#### Identifying and developing key competencies

- The art of asking questions and listening
- Confidence building in self and others
- planning, objective setting and prioritising
- Time management and work-life balance

### Day Two – Leadership and Team Building

#### Importance of teams in today's organisations

- types of teams
- criteria for effective teams
- team roles and team development

#### Managing performance

- transactional analysis
- appraisal/delegation/managing conflict

#### Leadership of teams

- decision-making and problem solving
- coaching, influencing and negotiating

### Day Three – Effective Communication

#### Organisational communication

- options and pitfalls; developing skills

#### Improving meetings

- as participant and chair

#### Managing change

- key competencies

#### Project management

- theory, preparation for project
- setting up peer coaching/presentation skills

### Day Four – Project: Practical Applications

#### Presentations, feedback and discussions on

- issues raised in the project
- presentation skills
- effectiveness of peer coaching



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