

# MANAGEMENT SKILLS

## (2-Day Workshop)

The Manager is the key interface between the organisation and the workforce.

The people in these crucial roles have to communicate the policy decisions made at higher levels, and ensure that the staff who work for them effectively put these into action. Also, they are responsible for passing communications both up and down the organization.

### Objectives:

- ◆ To identify key responsibilities of your role as a manager.
- ◆ To develop and have the opportunity to practice a variety of skills and techniques required to effectively manage people.
- ◆ To develop your leadership skills, and the abilities to motivate your staff in a non-financial way.
- ◆ To communicate effectively with your staff in order to be able to both achieve results and develop people.
- ◆ To understand your own management style, and its affect on people and results.

### Learning Methods:

- This is a highly participative and practical workshop.
- Delegates will practice all the skills involved in the management processes; and review and refine the use of these skills.
- Participants will work in pairs and small teams using a variety of management exercises; role plays; team exercises and tasks; group discussions.
- Inputs will be provided on the various skills and strategies, handouts being provided on these.

### Who Should Attend:

This workshop is designed for all those managers who have people working for them, and are responsible for achieving results through their staff.

### Contents of the Workshop Include:

- The Role and Responsibilities of a Manager.
- A Practical Approach To Using Non-financial Motivators with Your Staff.
- Choosing the Leadership Style Appropriate To the Task and the People.
- How to Set Effective Work Standards and See That They Are Achieved.
- Communicating With People Who Have Different Communication Styles.
- Delegating Tasks Effectively; And, Also To Develop The Skills of Your People.
- Skills For Creating and Managing An Effective Team.
- The Differences Between Disciplinary and Counselling Approaches With People; And, How To Use Both.
- How To Correct The Mistakes of Others Positively and Effectively.
- A Systematic Approach To Getting Things Done Through People.

## **Number Of Delegates**

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

**TO CONTACT US: Telephone John S Steel on 01295 255910 or 07788714693**