

FUNDAMENTALS OF MANAGEMENT - 3 DAYS

This course is for managers of tomorrow, those with management potential and business leaders who want to enhance their management skills

OBJECTIVES	
To provide delegates with the fundamental skills to succeed in a management role and to understand how their skills will enable them to handle this aspect of their job effectively.	
CONTENT	
<p>DAY 1 AM: The Role of the Manager</p> <ul style="list-style-type: none"> ▪ Understanding your key responsibilities & the expectations others have of you ▪ Adopting an appropriate management style to achieve your goals 	<p>DAY 1 PM: Leadership, motivation and leading a team</p> <ul style="list-style-type: none"> ▪ What is good leadership? ▪ Understanding the pros & cons of different leadership models ▪ Motivational factors
<p>DAY 2 AM: Managing for Success</p> <ul style="list-style-type: none"> ▪ Organising yourself through effective time management and planning strategies ▪ The benefit of effective control processes ▪ Achieving results through effective delegation 	<p>DAY 2 PM: Effective Communication and presenting positively</p> <ul style="list-style-type: none"> ▪ Common communication barriers ▪ The business case for better communications ▪ Understanding the impact of our preferred style ▪ Listening skills ▪ How to make an effective presentation ▪ Handling challenging communication situations and giving feedback <p><i>Briefing: Individual communication style analysis</i></p>
<p>DAY 3 AM: Review of communication style analysis</p> <ul style="list-style-type: none"> ▪ Review of communication style analysis ▪ Presentations on key findings followed by discussion <p>Managing absence</p> <ul style="list-style-type: none"> ▪ Understand reasons for absence ▪ Review processes for monitoring and measuring absence ▪ Understand procedures for dealing with short and long term absence 	<p>DAY 3 PM: Managing Performance and Conduct</p> <ul style="list-style-type: none"> ▪ Counselling skills ▪ Performance management and dealing with under performance ▪ Formal & informal monitoring of performance ▪ Conduct or capability: understanding the difference ▪ Discipline and dismissals – getting it right! ▪ Course summary