

MANAGER'S TRAINING COURSE

This course is for any manager who wants to improve their skills which are essential for managing people

OBJECTIVES	
<ol style="list-style-type: none"> 1. To learn which skills are essential for managing people 2. To learn how to succeed in a management role 3. To understand how these skills will enable managers to handle this aspect of their job effectively 	
CONTENT	
<p>The Role of the Manager and Team Management</p> <ul style="list-style-type: none"> ▪ Looking at the skills which are essential for managing people and how they relate to your behaviour in the workplace 	<p>Conducting successful 1-2-1 meetings</p> <ul style="list-style-type: none"> ▪ The purpose of meetings – what's the point of them ▪ How to structure the meeting. Planning – what factors should you consider when structuring the meeting ▪ Getting the outcome you want – coming out of the meeting with a positive achievement, and specific actions
<p>What makes a team work</p> <ul style="list-style-type: none"> ▪ Creating the sense of a team from the right kind of management style, to team dynamics and the benefits from good team work 	<p>Conducting successful formal meetings</p> <ul style="list-style-type: none"> ▪ Importance of procedures - understanding the benefits of proper discipline procedures and the potential costs of poor procedures ▪ Managing discipline and managing absence - to help you to handle poor attendance and disciplinary matters effectively
<p>Understanding the needs of the team / motivation</p> <ul style="list-style-type: none"> ▪ Treating people with respect to get the best out of them by understanding their different roles and what motivates them 	<p>Communication skills</p> <ul style="list-style-type: none"> ▪ Active listening – skills associated with listening ▪ Dealing with difficult questions and difficult scenarios