

Management Skills for New Managers

Duration: 2 Days

£470 + vat

The move from completing your own personal tasks to managing the workload of others can often be a daunting one. This 2 day course gives a thorough overview of the new skills and techniques you will need to master in order to succeed as a New Manager.

This course is aimed at recently appointed Managers. Using real world scenarios it covers the skills required to make the adjustment from working alongside your colleagues to managing and motivating them to work for you.

DAY 1

Managing yourself

The Role of the Manager

- Descriptions of the role of manager
- What do effective managers do?
- Action centred leadership

Management v. Leadership

Communication skills

- What makes someone difficult
- The communication process
- Effective communication
- Communication impact
- Verbal communication
- Non verbal communication
- Body Language

Time Management

- Typical procrastinators & time wasters
- What am I here for?
- Establishing priorities
- The Time Management Grid
- Principles for effective personal time management
- 30 ways to make more time

Decision Making

Personal action plan

Course Prerequisites:

- There are no prerequisites for this course.

DAY 2

Managing Others

Delegation

- What is delegation
- Do you need to delegate more?
- The advantages of delegation
- Why managers don't delegate
- What to delegate

Performance Management Appraisal

- The managers role
- The performance appraisal cycle
- Setting objectives
- Making objectives SMARTA

Conflict Management

- Identifying the different types of conflict & problems
- How do I handle conflict?
- Conflict management styles
- Systematic approach to managing conflict and solving problems
- Skills / attributes for managing conflict

Motivation

- Some well established theories of motivation
- Team briefing

Personal action plan