



**silicon
beach**
TRAINING

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Management Skills for New Managers

Duration: 2 days

Price: £495 + vat

Prerequisites

There are no prerequisites for this course

Testimonials

"A great introduction to all aspects of management.

Topics were structured and organised in a way that knowledge was built up throughout the two days. Good coverage of a wide range of topics – very good for new or recently appointed managers."

**Chris Couldridge -
brainjuicer.com**

"I thought the Management Skills course was really excellent and thought provoking, and I learnt a lot. In particular, I think the trainer was excellent. She imparts knowledge, gets everyone involved and makes participants think and learn through this process.

She also is obviously hugely knowledgeable in her field and has practical experience in what she discusses."

**Philip Wilkinson -
Business Link for
London**

The move from completing your own personal tasks to managing the workload of others can often be a daunting one. This 2 day management training 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.

Objectives

After this management training course, delegates will:

- Understand the role of a manager
- Be able to communicate well with team members
- Know the most efficient way to make use of their own time, and that of their team
- Know how and when to delegate
- Be able to set objectives and appraise performance
- Be able to motivate staff and handle conflict effectively

Course Content

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

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Related Courses

Leadership Skills: 2 days

Facilitation Skills: 2 days

**Communication &
Interpersonal Skills:** 1 day

Performance Appraisals: 1 day

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Management Skills for New Managers (continued)

Duration: 2 days

Price: £495 + vat

Prerequisites

There are no prerequisites for this course

Testimonials

"I attended the Management Skills for New Managers course. It was an excellent couple of days, I felt that the training was well paced and although we covered a lot of ground it was thorough and yet relaxed. I left at the end of the two days feeling very inspired!"

Rebecca McConnell
- Raglan Housing Association

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

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

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