



Foundation Management Skills

Course Objectives:

This 2 day course is designed to train managers and team leaders to recognise the importance of adapting their management style and to effectively manage their workload, themselves and their team members. As a result attendees should be able to improve self and team performance through motivation coaching, feedback and managing performance.

Who Should Attend?

Individuals who have direct reports for possibly the first time, those who have been recently promoted or are new to management or those who just want to enhance their practical experience with tools to help them get the best out of their people.

Duration: 2 days

Course Content:

Topics covered on this workshop include:

Leadership Skills

- Definitions of management & leadership
- Leadership styles
- Learning styles & preferences
- Managing with flexibility
- Leadership inventory & critical behaviours

Interpersonal Skills & Behaviour Types

- Active listening skills
- Influencing & achieving cooperation
- Giving feedback
- Assertive, aggressive & passive behaviour
- Handling difficult situations

Self-Management

- Achieving success
- Time management skills
- Goal setting & SMART objectives
- Prioritisation
- Planning & delegating
- Time stealers & taking back control

Teamwork and Performance Management

- Building a team
- Different types of motivator, recognition & reward
- Managing performance
- Setting expectations and boundaries
- Coaching to empower and to improve
- Simple & effective 1:1 training

This workshop is highly participative involving trainer-led discussions, individual and group work, feedback and practical activities.

