

Essential Management Skills Training - 2 days

Overview:

This course has been specifically designed for both new and existing managers. The aim is to provide you essential understanding of what motivates people and a practical tool-kit of techniques to manage day to day issues, thus empowering you to be a more effective manager by engaging your people and producing high performance.

Exercises:

This course is Trainer led, involving the exploration of practical and behavioural theories and models in an experiential format. Utilising individual and group activities providing a chance to test and explore a range of subjects in a safe workshop style environment.

Prerequisites.

There are no prerequisites for this course as it will be an invaluable resource for newly positioned managers as well as improving the performance of existing managers.

Understanding your people

- Understanding how teams form
- Team performance modelling
- Identifying the strengths and weaknesses of team members

The importance of Rapport and Engagement

- What is rapport
- The difference between rapport and engagement
- Resonance and dissonance
- Understanding paradigms
- The building block of rapport

Managing Motivation

- What effects motivation
- Maslow's hierarchy of needs
- Limbic Locking and behavioural theories

Communication skills

- The Communication model
- Questioning skills
- Active listening
- Verbal and non verbal communication

Assertiveness

- What is Assertiveness
- Getting the right solutions
- How to be more assertive

Leadership and Management

- The difference between leadership and management
- Effective Leadership
- Choosing the correct intervention

Performance Management

- Effective Feedback
- How and when to reprimand
- Effective Goal Setting
- Levering techniques
- Planning and using incentives effectively

Coaching and Goal Setting

- Why Coach?
- Coaching diagnostics
- Essential coaching skills
- Why use Goal Setting
- Goal Setting Techniques

Decision making and problem solving

- Basic problem solving techniques
- Conceptual thinking
- Avoiding procrastination
- How framing

Time management

- Becoming more time aware
- How to prioritise effectively
- Time Robbers