

Introduction to Management

Managing others can be tough. It encompasses a huge remit of responsibilities and tasks and new managers are often required to sink or swim in their new role. This course will introduce participants to the parts of management that are often the most difficult.

By the end of the course, participants will leave with a thorough understanding of what good management looks like and how to use it to get the best from others, as well as a practical action plan that will make a real difference back in the workplace.

What will you learn?

- ⇒ Clearly define the roles and responsibilities of a manager.
- ⇒ Identify the key skills and behaviours required for effective management.
- ⇒ Create, develop and maintain relationships by exploring communication theories and techniques.
- ⇒ Practically apply simple techniques to develop the skills for effective management.
- ⇒ Learn a structure, along with tips and techniques, for delivering effective feedback.
- ⇒ Create a practical plan of action to take the first steps to enhancing current skills.

What will you cover?

- ⇒ Debate what is and isn't the responsibility of the manager
- ⇒ How to identify and overcome the common management pitfalls
- ⇒ Identify effective management traits
- ⇒ Consider the distinction and relationship between management and leadership
- ⇒ Understand the communication process and delve into techniques that build effectiveness
- ⇒ Learn what motivates people and how to tune into motivating factors
- ⇒ Practise managing in an 'adult' style
- ⇒ Introduction to feedback and coaching; their differences and models to support both
- ⇒ Explore the benefits and overcoming barriers to delegation

Who is it for?

This course is for anyone new to a management role, or aspiring managers aiming to become people managers and who have an opportunity to embed the skills after attending.

How long will it take?

Two days