

Key Management Skills

AUDIENCE

The course is designed for managers who are responsible for managing more than one person and who need to gain a greater insight into their own, and other, management styles.

SUMMARY

This two-day course is designed with a blend of tutorials, syndicate discussions, videos, questionnaires and carefully selected exercises, which assist in reinforcing the theoretical elements of the course.

*"The brain is a wonderful organ;
it starts working the moment you get up
and does not stop until you get to the office."*

Robert Frost (1874 – 1963)

Over time, and all too easily, managers can slip into a pattern of behaviours that mean they go through their day seemingly on autopilot. They may fail to spend time diagnosing a situation and, therefore, use an approach that may be less effective than otherwise it might. They may not take into account people's different working styles.

The course provides feedback as to the degree of flexibility that each participant shows in using differing styles as well as their effectiveness in choosing a style that is most appropriate for the circumstance. The Myers Briggs Type Indicator (MBTI) is used to highlight difference, and the importance of, appreciating difference when managing a team.

The course will also encourage participants to consider how best to set direction and to support the team in the achievement of business objectives. Suggestions are made on how to effectively monitor the performance of their team so that fair and honest feedback can occur at the performance appraisal.

COURSE AIMS

By the end of the course the participants will be able to:

- *Identify different working styles and describe how this can affect a manager's relationship with that person.*
- *Apply different management styles in different situations.*
- *Describe how managers can encourage teamwork.*
- *Set direction and enable progress for their team.*
- *Control and monitor progress so that this can be evaluated during appraisal.*

COURSE SESSIONS

- *Situational Leadership*
- *Encouraging Teamwork*
- *Setting out a Clear Direction*
- *Controlling and Monitoring Progress*