



4D Training

## The Effective Manager

### Who would benefit?

This workshop is for managers and team leaders who want to reflect on their skills and share tips for building high performance teams. At the start of the session you will identify the skills and qualities required to make an outstanding manager in your profession. Understanding yourself and your natural management style is key: you will undertake a self-assessment and receive feedback on your own management style and what it means to you and everyone in your team. During the workshop there will be opportunities to focus on different topics of interest including delegation, coaching and handling difficult situations. At the completion of the workshop you will have a personal action plan for improving your management skills over the coming months.

### Training Methods

- Trainer presentation and facilitation
- Group discussion
- Short case studies
- Small group exercises
- Practice sessions
- Personal Workbook and action plan

### Objective

- Know the skills and qualities required to manage effectively
- Explore ideas on how to get the results and performance your staff are capable of
- Know how to communicate more effectively and listen properly
- Understand how to establish or enhance your credibility
- Learn effective delegation techniques
- Enhance your ability to motivate your staff
- Appreciate the importance of and how to give effective feedback

### Content

- The skills and qualities required to manage other people
- The benefits and problems of the manager's role
- Different management styles – what's your preference
- Understand how teams develop and function
- The principles of how to coach and give feedback to staff members to help their personal and professional development
- Understand the key concepts of motivation and importance of delegation
- Tips for handling difficult situations and dealing with conflict

### Duration

One day