



Management Development Workshop

Who would benefit?

This course is aimed specifically at first line managers/team leaders who are new to the role and to give delegates a grounding in leadership / management behaviours and some of the skills employed.

Key Objectives and Content

At the end of the workshop, delegates will:

- Understand the differences between a Leader and a Manager
- Appreciate the qualities of an effective Leader
- Understand how their behaviour (what they say/do) should change compared to being non-managers
- Understand their strengths and development areas as newly appointed Team Leaders/Managers
- Know their responsibilities to those above them (the boss!), below them (their staff) and to themselves
- Apply a structured process to deciding and prioritising key activities
- Apply the 5 Choices when task managing
- Understand the benefits, and the barriers, of effective delegation
- Know a process in order to effectively delegate tasks to staff
- Understand the nature of communication, and why it goes wrong
- Identify their own communication style as Managers
- Know the differences between assertive, aggressive and passive behaviours
- Understand and practice the three steps to assertive behaviour to encourage staff to 'give of their best'
- Apply a range of influencing tips and tactics to help manage others
- Gain an overview, via a case study approach, of how to tackle a range of difficult managerial/leadership situations

Workshop Features

- A variety of training methods would be used, including formal input, group discussion, self-diagnostic questionnaires and syndicate exercises.
- The Trainer's approach is relaxed, informal, business focused and facilitative.
- Delegates will be supplied with full support documentation, supplied in spiral bound format. Included in the delegate manual will be additional, self-study material for post-workshop reflection and background reading.
- The workshop will be evaluated via a feedback form, which is completed by delegates at the end of the workshop.
- A mini exhibition of management skill books, additional handouts and 'hints and tips' sheets will be provided in the training room, for delegates to view during the workshop day e.g. at breaks; finishing an exercise before others.

Duration

One day