



Introduction to Management

Who would benefit?

This course will be of particular benefit to those who are about to become managers or who have recently been appointed to their first management position.

Objective

This course addresses the fundamental aspects of people management, giving delegates a sound basis and methods for applying proven management practice. By the end of the course delegates will understand the ideas, techniques and concepts of personal management skills.

Content

- What makes a great manager
- Leadership styles
- Effective communication for managers
 - What, why, who, when and how
 - Managing meetings
 - Building rapport
 - Visual, Auditory and kinaesthetic communication
 - Questioning and listening techniques
 - Assertive, aggressive and submissive behaviour
- Team Building
 - What makes an effective team
 - Team structures and types
 - Strategies to strengthen teams
- Motivation
 - Motivational theories
 - Basic and higher needs
 - Relating goals and need to motivators
 - De-motivation
 - Developing skills required to motivate effectively
- Delegation
 - What do you delegate
 - To whom should you delegate
 - Delegating for best results
- Time management
 - Time – the most important resource
 - The importance of personal goals
 - Planning time
 - Time stealers
- Decision making
 - The decision making process
 - Styles of decision making
- Managing disruptive behaviour
 - Behaviour vs personality
 - Why do people behave the way they do
 - Preventing and eliminating disruptive behaviour
- Course Summary

Duration

One or Two days