



4D Training

Supervisory Skills: Management Introduction

Who Would Benefit?

This course will particularly benefit those who have recently been appointed to their first management or supervisory position.

Objective

Business, individual and team success comes from good management. 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?
- Introducing leadership styles
- **Effective communication**
- What, why, who, when and how
- Manage meetings and build rapport
- Visual, auditory, kinaesthetic and non-verbal communication
- Questioning and listening technique
- Assertive, aggressive and submissive behaviour
- **Building an Effective Team**
- Team structures and types
- Strategies to strengthen teams
- **Motivation**
- Motivational theories
- Basic and higher needs
- Relate goals / needs to motivators
- De-motivation
- Develop skills to motivate effectively
- **Delegation**
- What do you delegate?
- To whom should you delegate?
- Delegating for best results
- **Time Management**
- The most important resource
- Importance of personal goals
- Planning time and time stealers
- **Decision Making**
- Decision making styles and process.
- **Managing Disruptive Behaviour**
- Behaviour vs. personality
- Why people behave the way they do
- Preventing and eliminating disruptive behaviour

Duration

One day