

# Introduction to Management



## Introduction

This very successful course has been designed for those moving into their first management position. It will provide you with an understanding of the role and responsibilities of a new manager together with the key skills and knowledge necessary to manage people effectively. The programme includes motivation, guidance, support, problem solving, developing staff, effective meetings and performance reviews.

## Aims and objectives

You will leave with the essential skills needed to become a successful manager. You will have a series of practical tools and techniques to make your job easier as well as the tools to improve your team's performance and get results

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## Preparation and planning

- ▶ Making the change to being a manager and a leader.
- ▶ Your role and responsibilities as a manager.
- ▶ Key management tasks and competencies.

## Team management

- ▶ Understanding and managing your priorities.
- ▶ Managing time, yourself and others.
- ▶ How to delegate to those who were previously your peers.



## Team motivation

- ▶ Understanding how motivation works.
- ▶ Giving feedback in a constructive way.
- ▶ Key elements to effective meetings.

## Development and improvement

- ▶ Identifying areas for improvement and development.
- ▶ Developing staff through training and coaching.
- ▶ How to introduce and monitor individual Personal Action Plans (PAPS).
- ▶ How and when to use the main management styles available to you.

## Dealing with problems

- ▶ Learning to be assertive in difficult situations and overcome barriers to assertiveness.
- ▶ Managing difficult members of the team.
- ▶ Dealing with under-performance.
- ▶ Communicating objectives and expectations.

## Goals and targets

- ▶ Controlling the process by which goals & targets are met.
- ▶ How to tackle problems, consider alternatives and their implications, and decide on the most appropriate solutions.

## SUPPORT

All our courses come with one year's telephone support. This allows delegates to talk with a trainer and get advice and training material when working on projects. Call 02380 840376 for more information.