Certificate in First Line Management
An Eleven- Day Programme

Programme Objectives

This modular programme comprises five, two-day training modules spread over a five month period and a suggested one day follow up approximately three months after completion of the training. The purpose of the modules is to allow reflection on personal skills, to consolidate learning and to encourage transference of skills to the workplace. apt ensure the content is applicable to the workplace so that learning can be easily implemented.

The Specific Objectives are to:

- Provide a foundation in management skills.

- Understand and be able to implement different management techniques.

- Develop interpersonal skills to deliver a successful communication.

- Recognise the importance of non verbal communication.

- Ensure that messages are sent and received in an appropriate manner.

- Identify improvement areas, and formulate an action plan.

- Recognise that people have different styles and needs.

- Identify and effectively address performance problems.

- Learn to adapt two different styles to improve effectiveness of communication and build relationships.

- Effectively represent business objectives whilst maintaining motivation and morale within individual teams.

- Be equipped with the basic management skills to maximise potential within individual roles.

- Identify and seek solutions to real workplace problems.

- Proactively seek continuous improvement and process innovation.

- Build and maintain an effective team.

Who is this Programme for?

First Line Management Programmes are for delegates who are, or are likely to become, First Line Managers.

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Contents

- Managing Self
    - Time Management
    - Identifying Self Development Needs
    - Self Development

- Managing Skills and Competency
    - Objectives
    - Problem Solving Skills
    - Briefing Skills

- Understanding Organisations
    - Organisational Context
    - Financial Environment
    - Managing Diversity

- Managing Change
    - Continuous Improvement
    - Planning Change
    - Promoting Change

- Managing Activities
    - Understanding Customers
    - Planning Work
    - Health and Safety – Law and Practice

- Managing Resources
    - Performance Indicators
    - Working to a Budget
    - Understanding Costs

- Developing People
    - Building the Team
    - Delegation
    - Planning Development

- Managing People
    - Motivation
    - Managing Performance
    - Leadership

- Communication
    - Communication Process
    - Communications Media
    - Non-verbal Communication

- Managing Information
    - Gathering Valid Information
    - Analysing Information
    - Using Information for Decisions