"Master-Classes" in Management Development

THE MANAGEMENT DEVELOPMENT PROGRAMME
A Four-Day Programme

Programme Objectives

The programme will enable delegates to develop a specific set of actions to enhance their management skills and improve the performance of their people.

The specific objectives are to:

- Forge closer and more effective working relationships with colleagues and senior management.

- Set appropriate business objectives that supports those of your company.

- Manage and motivate your team through the effective use of goal setting techniques, best practice standards and critical success factors.

- Build and communicate a vision for future team development.

- Improve use of decision-making, problem solving and motivational techniques.

- Motivate your staff and maintain their levels of drive.

- Deal with difficult people and situations using problem solving techniques and creative thinking to improve management performance.

Who is this programme for?

For more experienced managers who wish to update their skills to remain at the forefront of effective people management.

Programme Contents

. Developing an Effective Management Style
   . Reviewing your role –how do others see you?
   . Identifying your strengths and weaknesses
   . The relationship between management and leadership
   . Projecting a professional and creditable image
   . Defining and balancing personal and business objectives
   . Identifying what your organisation needs, wants and expects

. Team Building, Leadership and Coaching
   . Delegation, empowerment and appraisal
   . Assessing the strengths and weaknesses of your team
   . Setting clear personal and team objectives
   . Developing best practice and critical success factors
   . Identifying situations where coaching is appropriate
   . Identifying 'hands-off' management opportunities
   . Evaluating the impact of coaching on actual performance

. Communication and Problem Solving

- Managing conflict
- Positive relationships
- Running professional and effective meetings
- Superior and peer group influencing strategies
- Small and large group presentations
- Building an open dialogue framework for problem solving
- Problem solving techniques for dealing with difficult staff and tasks
- A model for effective problem solving
- Creative thinking applied to planning and problem solving
- Decision making – a systematic approach

- Successfully Moving Forward
  - Your role and effectiveness as a champion of change
  - Planning communicating change strategies
  - Consolidating and maintaining change

- Action Planning
  - Identifying and setting realistic individual and team goals
  - Formulating a personal development and action plan