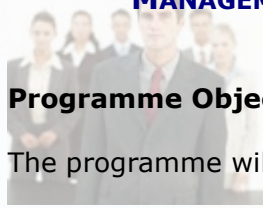


"Master-Classes" in Management Development

MANAGEMENT SKILLS FOR TEAM LEADERS AND SUPERVISORS

A Two-day programme



Programme Objectives


The programme will:

- Provide a "hands on" view of effective team leadership at the "sharp end", enabling delegates to assess their current approach to the management of people and identify personal skills and knowledge gaps.
- Introduce greater confidence and authority into the management process.
- Explain the role of a manager and how it promotes and supports the activities of a successful working group.
- Improve Personal Effectiveness.
- Identify different methods for communicating more effectively.
- Explain the psychology of motivation and how it relates to the workplace.
- Demonstrate a systematic approach to decision-making and problem solving in a changing environment.
- Prepare an action plan for implementation of new skills.

Who is the programme for?

This programme is designed for staff members who are Team Leaders or in a Supervisory position. The programme will be of particular help to those who have recently been promoted to a Supervisory role.

Programme Contents

- . The management role – what makes it different?
 - . Profile of a successful manager
 - . Key skills and knowledge
 - . Roles and outputs
 - . Getting the balance right between doing, thinking, leading and directing
- . The key principles of effective management – The  management wheel
 - . Being clear about your teams required outputs
 - . Defining the skills needed
 - . Giving feedback effectively
 - . Gauging morale and influencing it positively
 - . Recognizing the critical business processes
- . Planning and organising
 - . Scheduling work outputs
 - . Agreeing targets and objectives

- . Time management
- . Delegating and empowering
 - . How to get results through others by knowing what to delegate
 - . Coaching better performance by knowing how to delegate
- . Communication
 - . Overcoming the barriers to successful team performance
 - . Briefing teams and individuals with confidence
 - . Managing relationships
- . Solving problems and making decisions
 - . Identifying problem causes and patterns
 - . Dealing with unsatisfactory outcomes
 - . Decision making processes and techniques
- . Action planning

