

## Overview

Management skills for today's Service, Communications and Technology sectors are rigorous and demanding. New skills are needed to achieve overall objectives; but these skills do not come naturally - they need to be learned.

This course helps you to understand and learn them. After three days, you will have the professionalism to put them into practice.

This focused and highly researched course is very participative and provides delegates with guidance on how they can develop key skills needed when they move into a managerial role.

The course is designed to be as practical as possible. The format includes individual and group practice, role-play and input from the course leader.

## On Completion Delegates Will Be Able To

- Identify the key elements of management
- Understand the importance of clear communication to the effective manager
  - Develop skills and techniques to manage people more professionally

## Who Should Attend

Anyone who is new to, or will soon be in an management role. The course will also benefit anyone who has been in management for some time and needs an updated insight to current thinking.

## Content

### Management Fundamentals

- Introductions and course objectives
- The nature of managerial work

### Start by Managing Yourself

- Establishing priorities
- Improving your systems and controlling your work environment
- The qualities of good managers

### Managing the Change

- Setting the objectives and getting commitment
- Making the change
- Ensuring the change is effective

### Leading & Developing Your Team

- Understanding why people work
- Proving job satisfaction for your team
- Dealing with difficult people
- An understanding of 'motivation'

### Problem Solving & Decision Making

- Setting clear objectives
- Identifying key stages and milestones
- Ensuring the plan was implemented
- Identifying the problem and the options
- Managing the decision

### Dealing with People Difficulties

- An angry colleague
- Colleague who conflicts with policy
- An abusive colleague
- Disagreeing and conceding professionally

### Influencing & Negotiating Skills

- Planning your position
- A 5-stage model
- Bargaining tactics & tricks
- Getting to Win/Win

### Personal Effectiveness – Time Management

- Using time more effectively
- Time management principles
- Juran's 'Truth'
- Delegating

### Making Understandable Presentations

- Planning the content
- Preparing the support materials
- Delivering your presentation

### Running Better Meetings

- Planning and setting the agenda
- Chairing and contributing to meetings
- Ensuring effective follow-up action is taken

### Communication Fundamentals

- How We Process Information
- How to Build Rapport
- How to Listen to Understand
- Powerful Questioning

### Having Honest Conversations

- Using Emotional Intelligence
- Giving Feedback or Criticism
- Communicating With Confidence

### Communicating Through Coaching

- Coaching Defined & Coaching Skills
- Coaching with The GROW Model
- When to Use Coaching

Duration	3 Days
Fee	£Stg 915 €1350
Location	BELFAST DUBLIN
Dates	beckinridge.com/schedule