

## Overview

This course examines, in a pragmatic way, the key competencies needed for First Line Management (FLM). It will demonstrate the impact that good FLM skills have on sustained growth and stability.

In addition to skills development, the workshops will focus on explaining what FLM competencies are, how to use them and why they make a difference commercially.

The workshop will provide signposts to Continual Professional Development through personal competency review and thereby allow incremental skills development going forward.

## Who Should Attend

The programme is aimed at First Line Managers (FLMs) across all business sectors.

It is for anyone wishing to enhance their existing management competencies, those who are entering FLM for the first time or those whose role is to support the management of company success.

## The Programme Will Provide:

- Clear techniques on how to manage staff effectively.
- Skills to enhance communication
  - Skills for managers to manage themselves (and others) in executing day-to-day activities.
- A clear understanding to everyone regarding the customer and how to manage them effectively

Duration	3 Days
Fee	£ 915 € 1340
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs

## Content

### Module One: First Line Management: How It Affects Your Business (One Day)

#### First line Management Fundamentals (Overview)

- What Is 'First line Management'
- The Main Challenges Of This Role
- Do You Lead Or Do You Manage - Understanding Your Own Competencies First
- Directing People Resources – The FLM Qualities and Competencies Needed

#### Why Are They Important

- First line Management Styles – Their Impact Internally
- Their Impact On Company Growth & Success
- Developing Personal Effectiveness

#### When Should You Use Them

- Situational Management - Understanding Why People Work (Positively)
- TASK-TEAM Platforms
- Resource management – The 'Psychological' Contract
- Conflict Resolution – TK Instrument

#### First Line Managing Through The Change Process

- What Is Change Management
- Change Management Tools

### Module 2: First Line Management Core Skills (Two days)

#### Managing & Building Commercial Awareness

- Company Business Awareness
- Setting Objectives That Are Understood
- Managing Your Customer Service Strategies
- Managing & Executing Strategy As a Competitive Tool
- Your Zone of Influence

#### Managing Customer Focus

- 'Internal' and External' Customers
- Managing the Customer Relationship (Through Others)
- Managing Customer's Expectations (Through Others)
- Solving Problems
- Handling Difficult Situations

#### Communication Skills

- How People Communicate
- Barriers to Communicating
- Listening & Questioning Skills
- Physical Speech (Body Language)

#### Personal Effectiveness - Time Management

- The Value of Time
- The Importance of Planning
- The Urgent/Important Matrix
- Ending The Day in Control

#### Professionalism Under Pressure

- What is A Professional Attitude?
- The Physiological Nature of Stress
- Managing Stress
- Responding to Conflict

#### Confidence and Self Control

- Managing 'SelfTalk'
- Proactive and Reactive Response
- Assertiveness Without Conflict
- Working With Your Motivators
- Fulfilling Your Professional Potential