

## 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
- The qualities of good managers
- Management and leadership
- Management challenges

### Managing the Change

- The effect of change on teams
- Ensuring the change is effective
- Obtaining input from everyone

### Leading & Developing Your Team

- Understanding why people work
- Proving job satisfaction for your team
- An understanding of 'motivation'
- Using different management styles

### Problem Solving

- Problem solving principles
- A 4-step problem solving method
- Identifying the problem and the options
- 'Fishbone' problem solving technique

### Negotiating Skills

- Planning your position
- A 5-stage negotiating model
- Getting to Win/Win

### Personal Effectiveness – Time Management

- Time management principles
- Dealing with time wasters
- Planning and prioritising
- Effective delegating

### Making Understandable Presentations

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

### Running Better Meetings

- What makes an effective meeting
- Planning and setting the agenda
- Chairing and contributing to meetings
- Ensuring effective follow-up

### Communication Fundamentals

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

### Communicating Through Coaching

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

### Having Honest Conversations

- Using Emotional Intelligence
- Understanding & Managing Stress
- Giving Feedback or Criticism

Duration	3 Days
Fee *	£ No Charge (with funding) * £ 915 (normal fee)
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs

### \* Funding Support

This course qualifies for 100% funding support. Invest NI client companies or the Public and Voluntary Sectors are not eligible.

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