

## 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

### Leading & Motivating Your Team

- Communicating team goals
- Using different leadership styles
- An understanding of 'motivation'
- Proving job satisfaction for your team
- Leading and motivating through change

### Building The Team

- Team Development Stages
- Team Roles & Team Norms
- Characteristics of Successful Teams

### Influencing & Negotiating

- A 5-stage negotiating model
- Factors of Influence
- Developing Your Influence
- Influencing Tactics

### 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 listen to understand
- Powerful questioning
- Building Rapport

### Communicating Through Coaching

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

### Having Honest Conversations

- Using Emotional Intelligence (EI)
- Giving Feedback or Criticism
- A Framework for Feedback

## Optional Qualification

This programme carries an optional I-L-M Level 5 Award in Leadership & Management which is achieved through the completion of the three days training course and two post-course assignments.

Our **Qualification-Series** will support a strategy to:

- Increase your management team's skills levels to improve productivity
- Gain a Quality Standard for your company
- Build evidence of Continual Professional Development

All this gained through an investment of just three day's Instructor Led Training and two follow up assignments. This fast-track approach will maintain momentum and achievement rates.

Successful participants will receive an **internationally recognised** I-L-M Award setting them and their company apart from the others.

Also 12 months membership of the Institute of Leadership & Management, with access to resources to support their Leadership & Management development.

Further details at: <http://www.beckinridge.com/ilm-qualifications>

Duration	3 Days
Fee	£915 Training course only £1465 Including ILM Award
	€1150 Training course only €1700 Including ILM Award
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs