

Overview

First-line managers perform many functions and are the first contact point between line workers and management and often the customer. The role requires strong 'people skills' to build trusting relationships and teams in order to help achieve business objectives.

This course focuses on those 'people skills' and 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.

Who Should Attend

First Line Managers (FLMs) across all business sectors.

Anyone wishing to enhance their existing management competencies or those who are entering FLM for the first time.

Attendees Will Learn

- How to create Engagement and Motivate Team Members
- Skills for managers to manage themselves (and others) in executing day-to-day activities.
- A clear understanding regarding the customer and the impact of managers' and team members on customer satisfaction and retention.

Duration	3 Days
Fee	£915 without ILM Award £1,465 with 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

First Line Management

Course Code BC-208 (Optional Level 4 Award in Leadership & Management)

Content

First Line Management Fundamentals

- What Is 'First line Management'
- Understanding The Role(s)
- FLM Qualities and Competencies
- The Main Challenges Of This Role

Leading & Motivating The Team

- What Kind Of Manager Are You?
- Using Different Management Styles
- Motivation Approaches and Understanding Why People Work Positively
- The Psychological Contract and Motivation

Communication Skills

- How People Communicate
- Impact of Body Language
- Listening & Questioning Skills
- Using a Coaching Style

Managing Through Change

- The Forces of Change
- The Role of the FLM During Change
- Managing Barriers To Change
- Supporting People Through Change
- Communicating The Change

Managing Customer Service In Your Area of Responsibility

- The Customer Relationship and the FLM Role
- Understanding Customer Needs
- The Internal Customer
- Customer Care and Satisfaction
- Maintaining Standards

Understanding & Managing Conflict

- Sources and Features of Conflict
- Resolving Conflict
- Interests and Needs in Conflict
- Responding to Conflict

Personal Effectiveness - Time Management

- The Value of Time
- The Importance of Planning
- The Urgent/Important Matrix
- Dealing With 'Time Stealers'
- Effective Delegation

Acting Assertively

- Understanding Assertiveness
- The Passive-Assertive-Aggressive Scale
- Changing Unhealthy Beliefs and Thinking
- Assertive Communication

Managing Team & Personal Stress

- The Physiological Nature of Stress
- The Causes of Workplace Stress
- Recognizing Stress in Others
- Management Competencies for Preventing Stress in Others
- Stress Management Techniques

Optional Qualification

This programme carries an optional I-L-M Level 4 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>