

## Introduction to Management

### Overview

This intensive two-day program introduces the new manager to the fundamentals of the managerial role. The course combines the essential skills of time management, leadership skills, managing people and their performance, planning and change management.

### Target Group

This program is aimed at anyone who is new to the managerial role and wishes to learn the tools and techniques of becoming a successful manager.

### Objectives

By the end of this program delegates will be able to;

- Understand the key skills required in a managerial role
- Recognise different management styles
- Demonstrate tools and techniques for effective management
- Effectively develop work plans for individuals and teams to achieve results

### Course Content

Below is an overview of the topics that can be covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- **What makes a good manager?**
  - Qualities of a good manager
  - Key responsibilities
  - Management vs Leadership
  - Different styles of management
  - Self assessment
  - Setting standards for yourself and others
- **Effective management**
  - Communication – active listening, questioning techniques and body language
  - Managing pressure and stress
  - Assertiveness
  - Effective time management
  - Managing change
  - Maintaining focus
  - Maintaining a balance (task, team and individuals)
  - Setting realistic personal objectives
- **Managing Others**
  - Understanding what motivates others
  - The importance of being assertive and decisive
  - Building rapport
  - Setting individual and team objectives
  - Knowing when to delegate
  - Coaching as a management tool
  - Negotiating skills
  - Dealing with difficult people
  - Giving feedback
  - Managing performance

### Outcomes

Each delegate will receive individual feedback, and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.