



Introduction to Management

3 Days

COURSE OVERVIEW

To provide new managers with an opportunity to review and improve their major management competencies

COURSE OBJECTIVES

By the end of the programme the participants will have:

- Analysed their current style of management and its appropriateness to the business setting
- Considered the key skills of delegation, problem solving, decision making, negotiation and team working
- Utilised these skills on 'live' work situations
- Examined ways of increasing their management effectiveness

COURSE CONTENT

Day One

- . What is management?
- . What makes an effective manager?
- . Self analysis
- . Management styles
- . Your role in the organisation
- . Establishing your boundaries as a new manager
- . What is delegation?
- . How to delegate

Day Two

- . Negotiation skills
- . How to handle conflict situations
- . Problem solving strategies and exercises
- . Decision making
- . Group decision making

Day Three

- . Managing a team
- . Understanding how groups work
- . Motivating team members
- . Meetings skills
- . Taking stock
- . Identifying your own future training needs
- . Establishing support networks