

MANAGEMENT SKILLS - LEADERSHIP AND MOTIVATION

Designed to help Managers obtain the practical skills to improve their ability to motivate and lead staff.

The course is divided into eight separated areas spread over two training days.

The Service Profit Chain

- Link between service and profit.
- Customer economics.
- Key influences on customers action.

Setting Business Objectives

- The critical roles of management.
- The importance of objectives.
- Setting objectives for individual staff.

Motivation

- The categories of motivation.
- Motivational techniques.
- Management assumptions on motivation.

Reward

- Types of reward.
- Designing specific reward schemes.
- Evaluating their effectiveness.

Effective Leadership

- The types of leadership.
- Assessment of current approach.
- Developing a flexible style.

Managing Poor Performance

- Reasons for poor performance.
- The benefits of coaching.
- Coaching in practice.

Managing Good Performance

- Recognising good performance.
- Feedback procedure.
- Performance reviews.

Maximising Team Effectiveness

- Characteristics of an effective team.
- Evaluation techniques.
- Conducting team meetings.

COURSE TOPICS

The course is intended to be skills based, therefore, it is highly participative and involves a substantial amount of pair and group work.

- The role of the manager;
- Understand self, learning style and environment;
- Understanding and improving communication;
- Handling problems;
- Exploring leadership style
- Knowing how business works;
- Developing improvement plans

THE OBJECTIVES

Delegates will be able to:

- Understand the Role of the Manager within the working environment
- Examine and practise management skills and know their personal worth and effect;
- Evaluate management styles in relation to those skills;

- Explore ways of solving problems and thus be able to manage effectively;
- Developing themselves and their team members.

ESSENTIALS OF MANAGEMENT

Becoming a market leader is not only about having a winning product or service but comes from management skills. The aim of this course is to show how the best management practices can be aligned to customer needs.

THE AIM

This short course enables newly appointed managers to gain the skills needed to start on the ladder to success.

WHO SHOULD ATTEND

Newly appointed managers and those with experience who require updating.