

MANAGEMENT DEVELOPMENT PROGRAMMES

MANAGEMENT DEVELOPMENT

Course Title	: ESSENTIALS OF MANAGEMENT
Course Code	: MD: EoM
Course Overview	: This course has been designed for new managers or soon to be promoted managers to consider the many different skills required to successfully manage other people. Essentials of Management examines different areas of management to give participants the confidence and ability to manage their team effectively to ensure company, team and individual goals are met – increasing motivation and developing the skills of the team.
Target Audience	: Newly promoted or soon to be promoted Managers from all disciplines.
Selected Session Topics	: <ul style="list-style-type: none"> - The Manager's Role <ul style="list-style-type: none"> • How do we define successful management? • What is expected of you? • Which styles of management work best? - Role Clarity <ul style="list-style-type: none"> • Setting clear performance standards • Agreeing SMART goals and objectives • Effective delegation - Dealing with 'difficult' Situations <ul style="list-style-type: none"> • Understanding triggers leading to 'difficult' Behaviour • Resolving performance issues • Motivating Individuals - Personal Management <ul style="list-style-type: none"> • Managing own time to enable team development • Verbal and non-verbal communication • Assessing how the Manager's behaviour impacts on the team
Key Take-Away	: <ul style="list-style-type: none"> - Ability to understand the Manager's role and how it impacts on the team's performance. - Learn to identify different styles of management. - Know what team and others expect from you. - Learn how to deal with 'difficult' people and 'difficult' situation. - Learn how to feel comfortable delegating. - Learn how to deliver effective feedback on a regular basis.

