

## **Seriously Excellent Management: The Ultimate 3 day Programme**

In this intensive 3 day course, you will learn all the essential skills of good management.



### **WHO SHOULD ATTEND**

New managers, those making the transition from team member to manager and managers with some experience who want to consolidate their experience and improve their skills. The course will suit you regardless of your sector.

### **SUMMARY**

The reward of promotion to a managerial position is a significant step in your career, but the transition from team member to manager is tough. Very often you will find that you are expected to continue your day job and manage others in addition, while being given little or no help in how to manage.

In this intensive, very practical, three-day course, you will learn all the essential skills of good management. Any theories are immediately grounded in day-to-day practice and we'll use a variety of accelerated learning techniques to embed the learning and enhance your ability to put everything you learn into practice as soon as your return to your workplace.

## WHAT YOU'LL LEARN

DAY 1	DAY 2
<p>Course objectives and personal objectives:</p> <p><b>The transition to management</b></p> <ul style="list-style-type: none"> <li>• What's expected of you as a manager</li> <li>• Management and leadership</li> </ul> <p><b>Discovering yourself</b></p> <ul style="list-style-type: none"> <li>• Who do you think you are?               <ul style="list-style-type: none"> <li>○ Developing your self-awareness</li> <li>○ Emotionally intelligent management</li> <li>○ Understanding your own management style</li> </ul> </li> </ul> <p><b>Communication skills for management</b></p> <ul style="list-style-type: none"> <li>• The impression you create</li> <li>• Being assertive</li> <li>• Understanding and working with others' communication styles</li> <li>• Influencing verbally and non-verbally</li> </ul> <p><b>Thinking skills for management</b></p> <ul style="list-style-type: none"> <li>• Critical thinking</li> <li>• Reflective thinking</li> <li>• Logical thinking</li> <li>• Lateral thinking</li> <li>• Creativity, problem solving and decision making</li> </ul>	<p><b>Managing your use of time</b></p> <ul style="list-style-type: none"> <li>• Your use of time – the 'work map'</li> <li>• Work-life balance – the 'wheel of life'</li> <li>• Allowable and disallowable interruptions</li> <li>• Taking back control of your time - learning to say 'no'</li> <li>• Helping others to manage their time more effectively</li> </ul> <p><b>Motivation</b></p> <ul style="list-style-type: none"> <li>• Understanding your own and others' motivations</li> <li>• Creating a motivating environment</li> </ul> <p><b>Managing difficult behaviours and conflict</b></p> <ul style="list-style-type: none"> <li>• What drives people's behaviours and what to do about it</li> <li>• Dealing with conflict</li> </ul> <p><b>Delegation</b></p> <ul style="list-style-type: none"> <li>• Helpers and barriers</li> <li>• A framework for effective delegation</li> <li>• Follow-up</li> </ul>
DAY 3	
<p><b>Managing teams</b></p> <ul style="list-style-type: none"> <li>• Team dynamics and team management</li> <li>• Managing virtual (geographically scattered) teams</li> </ul> <p><b>Managing change</b></p> <ul style="list-style-type: none"> <li>• What drives change at work</li> <li>• Reactions to change</li> <li>• Tools for managing change</li> </ul> <p><b>Giving feedback</b></p> <ul style="list-style-type: none"> <li>• An end to the 'positive sandwich'!</li> <li>• Two powerful models for structured feedback</li> <li>• Feedback practice</li> </ul> <p><b>Coaching</b></p> <ul style="list-style-type: none"> <li>• What is coaching?</li> <li>• The coaching relationship</li> <li>• A framework for coaching</li> <li>• Coaching practice</li> </ul> <p><b>Networking skills</b></p> <ul style="list-style-type: none"> <li>• Benefits and barriers</li> <li>• Developing your networking skills</li> <li>• Working a room</li> <li>• Your elevator pitch</li> <li>• Follow-up</li> <li>• Online networking</li> </ul> <p><b>Action planning and next steps</b></p> <p>Where do you go from here?</p>	