

## Essential Skills of Management

### INTRODUCTION

This course is designed for people already in Management positions, but who have not received any formal training. The course addresses the essential skills of management including Communication, Leadership, Motivation, Delegation, Influencing and Problem Solving and Decision Making. This intensive course is highly participative, giving delegates the opportunity to practice the key skills discussed.

### COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Reviewed** the role of the manager
- **Identified** their current skills in relation to their role
- **Reviewed** their Communication Skills
- **Practised** effective communication in a range of situations
- **Identified** their preferred style of influencing
- **Practised** the skills of influencing in a group situation
- **Identified** their Leadership Style
- **Reviewed** methods of improving their leadership style to achieve better results from their teams
- **Identified** key motivators for themselves and their team
- **Reviewed** delegation as a motivator for others
- **Practised** the skills of leadership and motivation
- **Reviewed** and practised the skills of mentoring and coaching
- **Undertaken** planning using a variety of effective planning tools
- **Reviewed** and practised problem solving techniques
- **Developed** an individual action plan for implementation in the workplace

**COURSE DURATION:** 2 Day Course

[www.oaktree-training.co.uk](http://www.oaktree-training.co.uk)

### COURSE CONTENTS

#### The Role of the Manager

Identify the role and skills of a Manager  
The process of management  
Management styles  
How do we measure up?

#### Communication Skills

Improving interpersonal skills  
Dealing with difficult situations  
Adapting your communication style for specific challenges  
Practical exercises

#### Influencing

What is your preferred style of influencing?  
Choosing a style  
Preparing to influence, structuring the argument  
Making a case, selling the benefits  
Overcoming objections

#### Leadership

The skills of leadership  
What does a leader do?  
Leadership style questionnaire  
The effective team  
The qualities of an effective team, how is this achieved

#### Motivation

What motivate you?  
What motivates you team?  
Methods of motivation  
Motivation through delegation

#### Coaching and Mentoring

The Role of the Mentor  
Who needs mentoring?  
Defining the role and responsibilities of the mentor

#### The Skills of Mentoring

Establishing rapport and building trust  
Listening and questioning

#### The Mentor as a Coach

Identifying learning needs

#### The Coaching Process

Agreeing the plan

#### Problem Solving

Identifying the problem  
Problem solving techniques  
Practical solutions

#### Personal Development Action Plan

