

An Introduction to Management

INTRODUCTION

Designed to aid management and supervisory development, this is a lively and practical course, full of discussions, activities and workshops. It provides managers and supervisors with a good grounding in the vital skill areas they need to perform effectively – namely: team leadership, communication and problem solving. With no room for jargon in this intensive programme, delegates undertake a pre-course activity to ensure maximum learning value.

COURSE OBJECTIVES

By the end of the course, delegates will have:-

- **Defined** leadership qualities
- **Identified** their leadership style
- **Analysed** the characteristics of a high performing teams
- **Recognised** the complementary roles performed by team members
- **Identified** the skills and techniques that contribute to an environment where people want to work hard
- **Practised** the skills of communication
- **Distinguished** assertive behaviour from aggressive and used assertiveness techniques
- **Recognised** how basic Transactional Analysis (TA) techniques can be useful
- **Learned** how to deal with conflict and give feedback
- **Identified** their influencing style
- **Undertaken** planning using a variety of effective planning tools
- **Used** a logical problem solving system
- **Made** a commitment to improving performance as a manager

COURSE CONTENTS

Characteristics of a Successful Leader

Analysing your leadership style

Characteristics of an Effective Team

The roles played by team members
Members of staff and contractors

Motivation

Delegation

Communication

Identifying communication behaviours
Questioning skills
Listening skills
Body language

Communicating with Teams

Dealing with difficult behaviour
Effective questioning skills

Communicating Assertively

Obstacles to behaving assertively
Techniques for specific situations

The Power of Behaviour

Transactional analysis

Handling Difficult Situations

Confrontation
Giving and receiving feedback

Influencing Skills

Analysing their influencing style

Key Steps of Planning

Setting objectives

Problem Analysis

Decision making

Personal Development Action Plans

COURSE DURATION: 2 Day Course

www.oaktree-training.co.uk

