
Management Essentials

Programme overview

The Management Essentials programme is aimed at current managers and aspiring managers. It provides the fundamental tools that underpin effective people management.

The programme is split into four days of group workshops spread over a period of three to four months. The programme focuses on four main areas of management development:

- Active Leadership
- Personal Impact and Image
- Recruiting the Right People
- Managing High Performance

The workshops focus on management styles, models and techniques; advanced communication skills; how to source the right people for your organisation and once you've sourced them, how to retain them and assess their performance.

The programme is built upon cutting edge and proven management techniques which can be applied in the workplace and which yield clear results.

Unit 1 – Active Leadership

Overview

Duration: 1 day course

The understanding and implementation of leadership knowledge and skills is essential to get the best from your team members. Associated with effective leadership and the management of change, is the capacity to develop an awareness of and have the ability to act upon human motivation.

Workshop objectives

By the end of this workshop you will be able to:

- Recognise, understand and further develop your own leadership skills
- Appreciate the importance of human motivation and its relevance in the workplace
- Demonstrate effective change management skills and appreciate the importance of doing this properly.

Course topics

- Leadership myths
- Behaviours of top leaders
- Five lessons in leadership
- Action Centred Leadership
- Situational leadership
- Your leadership style
- Motivation
- Managing change

Unit 2 – Personal Impact and Image

Overview

Duration: 1-day course

Individual and team success depend upon our ability to communicate with others and be understood. You must also be able to influence and motivate colleagues and clients. Many people, however, are left to acquire these communication skills through a process of trial and error.

This course is designed to increase awareness and develop your communication and interpersonal skills so that you come across with a positive personal impact and confidence, whatever the situation.

Workshop objectives

By the end of this workshop you will be able to:

- Describe what personal impact is in relation to acting, looking and sounding confident
- Build on the skills which allow you to create impact
- Recognise your communication style and that of others and adapt your own accordingly.

Course topics

- 5 W model
- Confidence
- Preferred communication style
- Communication circle
- Developing rapport
- Adapting styles

Unit 3 – Recruiting the Right People

Overview

Duration: 1-day course

Recruiting the right people is essential to the successful development of teams and organisations. This practical workshop will provide individuals with guidance on the essential skills and techniques for understanding the recruitment and selection process.

Workshop objectives

By the end of this workshop you will be able to:

- Describe the recruitment process and understand where your responsibility lies
- Identify suitable methods of attracting candidates and know how to create a short list
- Conduct an effective, lawful interview and make an objective and balanced recruitment decision
- Recognise the importance of induction and probation periods.

Course topics

- Employment legislation
- Recruitment process
- Identifying vacancies
- Job descriptions and person specifications
- Short listing candidates
- Interviewing skills
- Induction and probation process

Unit 4 – Managing High Performance

Overview

Duration: 1-day course

This workshop seeks to clarify the key factors fundamental to effective performance, monitoring progress, giving feedback and agreeing and reviewing performance goals.

Workshop objectives

By the end of this workshop you will be able to:

- Carry out effective review meetings and set measurable objectives
- Provide constructive feedback to motivate and inspire your colleagues
- Describe the benefits of coaching and know when to use this
- Carry out a successful coaching intervention when required.

Course contents

- Competence
- Performance Management Cycle
- Setting standards
- Smart objectives
- Performance review
- Recognition
- Appraisal meetings
- Coaching and mentoring
- Giving feedback