

The Professional Manager

A two-day refresher programme for experienced managers

Learning Objectives

At the end of the programme you will:

- ⊙ be able to manage your service and your team proactively;
- ⊙ feel energised and inspired to enjoy your work as a manager;
- ⊙ have strengthened your personal effectiveness;
- ⊙ run projects with greater success;
- ⊙ manage people through change;
- ⊙ want to continue developing your management potential.

Programme - Day 1

0915

- Welcome
- Introductions and objectives

Session 1 Understanding management

- The manager's key tasks
- The manager's key challenges

Session 2 Proactively managing services

- The business cycle
- Key task areas and performance indicators
- SMARTER targets
- Customer service

Lunch

Session 3 Proactively managing projects

- Project Organisation
- Project Planning
- Project Monitoring and Control
- Project review

continued...

Session 4 Proactively managing your people part 1

- Creating a positive team atmosphere
- Clear team goals
- Productive team meetings

0430 Close

Programme - Day 2

0915

- Review of Day One

Session 5 Proactively managing your people part 2

- Clear performance management process
- Influencing strategies
- Supporting development

Session 6 Personal effectiveness part 1

- Managing your time
- Being assertive

Lunch

Session 7 Personal effectiveness part 2

- Looking after yourself
- Emotional intelligence
- Managing through change

Session 8 Planning for change

- Your self -development revisited
- Goals and action plans

0430 Evaluation and close