

# Introduction to Management

## Two Day Programme

### Learning Objectives

You will understand and know:

- your key responsibilities as a Manager;
- how to create the right climate for a committed workforce;
- how to develop and get the best out of people in your team;
- how to be more personally effective;
- how to delegate successfully;
- how to manage service excellence;
- how to develop and get the best from the team;
- how to maintain a positive focus and continuously develop yourself.

### Course Programme Day 1

0915

**Assemble and Coffee**

0930

**Introductions and Course Objectives**

#### **The role and responsibilities of the Manager**

- What is Management and what are the skills needed?
- Typical challenges

#### **Managing People**

- Creating a committed workforce
- Communication Skills
- Balancing support and challenge
- Influencing skills
- Giving and Receiving Feedback

Lunch

#### **Personal Effectiveness**

- Time Management techniques
- Delegating Tasks
- Assertiveness skills
- Keeping the saw sharp

1630

**Review and action Plans**

**Close**

## Day 2

**0915 Assemble and Coffee**  
**0930 Reviewing Day 1**

### **Service Management**

Business Planning

Setting Service Targets and standards

Process Management

Creating a 'customer first' culture

Lunch

### **Team Development**

How teams develop

Managing Conflict

Creating a healthy team atmosphere

### **Your future development as a Manager**

Managing your learning

Managing through change

1630

### **Review and action plans**

**Evaluation and close**