

Course Outline | Management Skills

2 day(s)

Overview

This intensive two-day workshop is designed to develop practical skills in managing others.

Target Student

Any manager, team leader or supervisor who is responsible for the performance of others.

Course Outline

Leadership and Management

- Differences between a Leader and a Manager
- An overview of the activities of the busy Team Leader/Manager

Coaching

- What coaching is and its benefits
- Coaching styles and their advantages
- Own preferred coaching style
- Appropriate questioning in coaching
- Coaching process skill practice

Delegation

- Understanding delegation – responsibility and accountability
- Benefits and barriers of effective delegation
- 9 step process to effectively delegate tasks

Performance Management

- Performance management in terms of 'skill and will'
- Strategies for team members with performance blockages
- 3 steps to assertive behaviour to encourage staff to 'give of their best'
- Principles of effective task setting
- S.M.A.R.T. model for setting tasks/performance objectives for staff
- Communicating performance standards
- Feedback
- Managing Poor Performers
- Case Studies