

Course Outline | Managing People

2 day(s)

Overview

To develop and implement personal management skills by learning and practising ideas, concepts and techniques for managing yourself and others.

Course Outline

Introduction to Management

- The Myers-Briggs personality indicator
- Positive visualisation
- Management structures and theories
- Roles, skills and objectives

Objectives Planning and Implementation

- Short and long-term planning
- Defining objectives and creating strategies/goals
- Designing work plans and schedules
- Job design and allocation
- Coaching and counselling
- Personal and team development planning

Client Management

- Identifying and dealing with customers and clients
- Initiating communication
- Building relationships
- Understanding client culture and requirements
- Ensuring effective feedback

Personal Management Skills

- NLP (Neurolinguistic programming)
- Types and situations of communication
- Time management
- Decision-making and problem solving
- Influencing skills and techniques
- Delegation and empowerment/objective>

Practical Session Summary