



Advanced

Management Skills 1

One Day Training Course

Course Aims:

To discuss, understand and practice some of the essential management skills needed to operate in today's working environment.

This course was previously called Supervisory Skills.

Course Outline:

Introduction to management

- What is a manager?
- What is effective manager?

As a leader

- Leadership elements
- A working elements
- Leadership life cycles
- Leadership behaviour

Management Styles

- Directing
- Coaching
- Supporting
- Delegating
- Your style
- Style flexibility

Anchors

Note: this course contains several consolidation exercises in these skills

Creating Trust and Openness

- Values of trust and openness
- Johari Window
- Self disclosure

Feedback Skills

- Giving and receiving feedback
- Feedback rules

Setting Objectives

- SMART objectives
- Setting SMART objectives
- Establishing evidence procedures
- Managing expectations

Telephone Skills

- Professional techniques

Target Audience

Experienced supervisors or team leaders either having had no previous formal training or requiring new skills.

Assumed Knowledge/ Pre-requisites:

Communications Skills must have been attended prior to attendance on this course. In addition, a Time Management Skills course would be beneficial.

Recommended Follow-up Course/s:

Management Skills II