



Management

Management Skills 2

One Day Training Course

Course Aims:

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

Course Outline:

What is a Manager

- The role
- As a Leader
- And Human resources
- Corporate responsibilities
- And the Team
- As a communicator

Know yourself

- Observation of difference
- Analysis of difference
- Prescription for being positive

Making sense of the world

- Learning about others
- Eye scanning
- Perception
- Predicates

Creating rapport

- Rapport
- Voice characteristics
- Voice matching
- Why bother?

Motivation

- Approaches
- Tools
- Analysing people and needs

Coaching and counselling

Dealing with poor performers

Action Planning

- Incorporating KPIs and bonus related activities
- Setting individual objectives from KPIs Individual action planning

Note: this course contains several consolidation exercises in these skills

Target Audience

Managers requiring new skills or existing Managers needing a refresher course.

Assumed Knowledge/ Pre-requisites:

Communications Skills and Management Skills I 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:

Problem Solving and Decision Making, Creative Thinking, Effective Meetings and Appraisal Skills.

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