

Key Management Skills for Effective Managers

Price: N130, 000 (excluding V.A.T.) | Duration: 2 Days | June 1st – 2nd

Why should you attend this course?

Managers are often promoted due to their quality of work and not necessarily due to their ability to manage and motivate staff - and then left alone to discover how to manage an often challenging group of people. As management skills are generally learnt through trial and error, this challenging “teething period” can lead to lower productivity, costly mistakes and the loss of valuable staff. This “Key Management Skills for Effective Managers” course is a valuable introduction to managing people and will cover the 10 areas any manager needs to master to become more effective in their position. It will help you to improve your leadership style, motivate your staff, handle conflict smoothly, delegate tasks effectively, discipline poor performance and improve the performance of your team.

Who should attend this course?

- Financial Managers
- General Managers
- Assistant Managers
- Line Managers
- Operations Managers
- Production Managers
- Technical Managers
- HR Managers
- Sales Managers / Project Managers
- Regional Supervisors
- Branch Managers
- Areas Managers
- Directors
- Accountants
- New Managers
- People who are being considered for management position.

What can you expect to learn?

- Better understanding of the real role of a manager in relation to subordinates
- How to gain respect and support by demonstrating superior management skills
- Ways to motivate your people into doing their best for you and the company
- How to handle difficult personal conflicts at work, while maintaining your role as the manager
- Practice delegating tasks with the certain knowledge that your people won't let you down
- How to ensure you have enough time to do your own work while still being an open, available manager for your team
- How to conduct motivating performance reviews to keep control and improve the effectiveness of your staff
- Ways of controlling the activities of people in a manner structured enough to allow you attain your department's targets and objectives

Training Facilitator



Marjón Meyer is a Human Resource Development Consultant. Marjón has extensive experience in Facilitation, Programme Design, Skills Gap Analyses and Assessments. Marjón worked in the corporate environment before successfully starting out on her own as a training specialist in 1997. She was nominated in early 2007 as a finalist in the “Best performance by a trainer” category by the Skills Portal. Over the years Marjón has been giving professionals advice and tools on how to improve their skills and enhance their professionalism.

Key Skills for Effective Managers | Programme Outline

Understanding the many Roles and Responsibilities of a Manager

- Understanding management
- The functions of management: planning, organising, leading, control
- The role of directing peoples' activities to execute the strategy
- The activities of planning and longer term thinking
- Effective decision making and problem solving

Practical Effective Performance Management

- Planning and setting performance goals— managing performance on a daily basis
- Giving and receiving performance feedback – how to correct performance
- How to identify and remove obstacles stopping your team from performing
- Ensuring that goals and objectives are achieved through performance management
- Dealing with excuses and blame
- Directing, controlling and using emotions during the performance management process

Applying Management Styles for Different Situations

- Situational leadership – switching styles when the situation demands it
- Assessing your own style – are you naturally stronger in the management or in the leadership role?
- The advantages and disadvantages of: Participative management, autocratic management styles etc.
- The fine line between gaining acceptance, and maintaining respect as a manager

Leading and Managing

- What attributes make an effective leader?
- What attributes make an effective manager?
- Understanding differences between management and leadership
- Integrating Management and Leadership
- The power of leading by example

Motivating a Team of People

- Understanding the factors that motivate people

- Practical ways to improve staff motivation, including delivering praise, support and encouragement
- How to communicate effectively
- Using goals and targets to motivate your team
- How to keep your team committed and productive
- Bringing enjoyment, fun, camaraderie, pride and satisfaction into the workplace

Developing and Growing People

- Coaching and guiding people to better results
- The importance of delegating responsibility and projects to grow people
- A guide to the most effective processes to follow when delegating
- How to effectively monitor and control the status of delegated tasks
- The dangers of making all the decisions and techniques for getting people to think for themselves

Handling Conflicts and Personality Clashes

- How to deal with conflicts between yourself and your team
- Handling conflict between team members
- How to avoid being manipulated by your staff
- The use of active listening to resolve conflicts

Managing Change and Uncertainty

- Identifying what is perceived as change
- Avoiding the temptation of “selling” change to your team
- Encouraging your team to participate in planning and implementing change
- Applying the “Eight steps to successful change”

Optimising your Time spent Managing People

- How to control the time you spend managing
- Methods for dealing with common time wasters
- Overseeing short and to the point meetings
- Preventing the abuse of an "open door" policy