

Management Skills for those new to managing people

Designed for:

Independent Sector Team Leaders, Managers, Deputies, senior staff and those managing people

Course overview:

This two-day training workshop is about equipping attendees with a range of skills to confidently carry out essential management tasks (such as initial reviews, supervision & appraisal, disciplinaries, managing grievances, absences and under-performance).

Learning objectives:

This is a participative course and participants will be asked to join in with a range of exercises and case studies. Group discussion, presentation and handouts will also be used. Attendees may be asked to consider and discuss examples, issues and dilemmas from their own experience / practice. At the end of this two-day training workshop, participants will

- Explore key management theories
- Consider and discuss a range of potential motivators and demotivators in staff performance
- Consider a range of areas relevant to managing people, and potential dilemmas, scenarios and problems (as raised by participants and trainer) and identify appropriate / best practice responses
- Discuss related issues such as time management; open communication; assertiveness; early and appropriate identification and resolution of conflict, etc.