

Effective Management Skills

9.30 Introductions, outline of the course, expectations of the day

10.00 What is Management in your context?

Identifying your management and leadership style
The impact of different styles

11.0 Break

11.15 Requirements for Good Management

Leading through individual and organisational change
Developing potential in others and enabling personal growth

12.30 Lunch

1.30 Making the best use of difference and diversity in teams

Understanding team roles

2.30 Dealing with interpersonal and inter-team conflict

Demands on the manager
Organisational politics and cultures
Frameworks and practice for recognising and improving team and individual performance
Managing the poor performer

3.0 Break

3.15 Where are we now?

Conducting an audit of management and leadership and feedback to develop management and leadership potential
Creating a personal vision and strategies for achieving it

4.30 Evaluation and close