

Introductory Certificate in Management

Accredited by the Chartered Management Institute

Introduction to Management is a Level 3, 30 hour course that will give all new or prospective managers a solid foundation in the latest techniques and thinking which they will need to be effective in their roles.

Introduction to Management provides training in the core management skills that are required of a manager in the 21st Century. The overall goal being for participants to learn how to get the best from themselves and the people that they manage.

Who will benefit

- Newly appointed managers/ first line managers
- Anyone about to be appointed to a management position
- Managers who lack formal management training
- Those seeking a career in management who want to gain an appreciation of the manager's role

Why you should attend

- Improved skills in communication and people management
- Enhance personal and business performance and effectiveness

Key Topics

- What is the role of the manager?
- What models, strategies and skills required to be an effective manager
- The context of the modern manager in the organisation
- The manager and the organisation
- Time management
- Planning and managing resources
- Communication in management
- Managing and leading people
- Performance management
- Decision making and problem solving
- Managing information
- Developing yourself
- Customer focus
- Setting objectives & planning
- Working with others – colleagues, your team and your manager
- Quality, continuous improvement and change