

MANAGING OTHERS

Two Day Workshop

Why Attend?

Becoming an excellent manager requires you to have a range of skills and qualities to enable you to get the best out of the people. You already know that not everyone has the same strengths and weaknesses. This is as true for managers as well as the staff being managed. Without development in the management role, managers can retreat into doing their familiar day job, only manage reactively and rely on variable experience rather than best practice. This workshop gives new and existing managers the security of having the essential insights and skills to proactively supervise and manage individuals and teams. It is designed so that managers at different levels can benefit together, leading to greater understanding and consistency of approach within your organisation as a whole.

What Will You Learn?

Objectives: By the end of the workshop you will:

- Be able to develop your skills to enable you to be a Highly Effective Manager
- Effectively monitor the performance of individuals in your own team
- Overcome 'time' and 'focus' limits to success through effectively prioritising and managing your time as well as that of others
- Use a comprehensive process for delegating tasks effectively in ways that motivate and ensure excellent results

Specifically you will learn how to

- Set goals for yourselves and others that are challenging, achievable and motivational
- Actively monitor and manage the performance of others to produce excellent results
- Proactively manage your day-to-day workload to ensure time for management tasks and activities
- Focus on the core components of what makes individuals and teams effective and motivated
- Delegate tasks effectively in ways that ensure role clarity, motivate others and achieve results
- Use delegation as a way of developing others and using your own time efficiently
- Identify gaps in performance and know how to use the Skill/Will matrix in managing others
- Manage Poor Performance by using an adaptation of the GROW Coaching model
- Use assertive behaviour to deal with difficult people and situations
- Adapt your management style to fit the needs of your staff, colleagues and different situations

How Will You Learn?

There will be a combination of inputs and demonstrations with plenty of opportunity for you to practise the skills and receive feedback. You will identify your own learning objectives in advance of the training, including typical situations in which you will wish to apply your skills.

What are the benefits of learning these skills?

You will find that you can apply these skills immediately in a range of everyday situations including: - supporting the development of individuals and your team as a whole, problem solving with colleagues, delegating tasks and resolving issues with colleagues. You will have increased your levels of knowledge, skill and confidence and thus be able to make an even more significant contribution in your role as a manager.