



Course Profile

First Line Management Skills

Two Day Workshop

Who will benefit:

Anyone who is new to a First Line Management / Supervisory role or who is already in such a role and has not yet received any formal training. The course is also ideal for anyone who is being developed towards a First Line Management position.

Objectives:

By the end of the course the participants will be able to:

- ☺ Explain the role and responsibilities of a manager in today's business environment
- ☺ Communicate effectively using a range of methods and skills
- ☺ Develop a strategy in order to make effective use of their time
- ☺ Delegate effectively
- ☺ Use differing management styles appropriate to the individual and situation
- ☺ Recognise the actions needed to create, develop and maintain an effective team

Module One – Role Assessment and Personal Development Planning

- Role and responsibilities
- Framework of management
- Taking the step into management
- Identifying personal development needs and planning

Module Two – Effective Communication Skills

- Communicating to be effective - how and what to communicate
- Effective questioning techniques and listening actively
- Dealing with, and responding to, differing communication styles



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Module Three – Managing yourself

- Use of planning tools and techniques
- Dealing with time stealers and interruptions
- Effective delegation

Module Four – Managing your team

- Different Management styles
- Using the appropriate management style at the right time and in the right situation
- Performance management
 - Setting expectations and clearly defining roles and responsibilities
 - Setting SMART objectives
 - Pinpointing performance
 - Motivating your team and individuals
- Team dynamics
- Key factors in an effective team
- Management actions required to maintain team effectiveness
- Individual behaviour within teams
- Managing upwards