



Course Profile The Effective Manager

(Two Day Workshop)

Workshop Overview:

The workshop has been designed to deliver a general introduction to the skills and behaviours required of an effective manager. It is ideally suited to new managers/team leaders who have had little or no formal management development and those aspiring to a management position.

This participative workshop covers the main topics that are vital for the effective management of a team.

Learning Outcomes:

By the end of the workshop, participants will be able to:

- Have a greater understanding of their role and responsibilities as a manager
- 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 the situation
- Recognise the actions needed to create, develop and maintain an effective
- Complete a Personal Action Plan to enable them to transfer their learning back into the workplace

Sample Workshop Content:

The Role and Responsibilities of an Effective Manager

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



Effective Communication Skills

- Communicating to be effective - how and what to communicate
- Recognising communication barriers
- Effective questioning techniques
- Learning to listen actively
- Watch out for the body language
- Dealing with and responding to, differing communication styles

Managing Yourself

- Keeping your focus when under pressure
- Defining and managing your priorities
- Tools and techniques for planning and prioritising your workload
- Dealing with time stealers and interruptions
- Effective delegation techniques
 - The what, how, when and why

Managing Your Team

- Different management styles – the benefits and drawbacks
- Using the appropriate management style at the right time and in the right situation
- Managing for high performance
 - Setting expectations and clearly defining roles and responsibilities within the team
 - Setting SMART objectives
 - Giving constructive feedback
 - Motivating your team and individuals
- Understanding team dynamics
- Key factors in an effective team
- Maintaining team effectiveness

Personal commitments and action plans to take back into work