

## Management & Leadership Skills Diploma

*"People with goals succeed because they know where they are going... It's as simple as that."*  
— Earl Nightingale

### Course Overview:

This Management and Leadership Skills Diploma Course will provide you, or a member of your team, with a first class foundation in all of the skills and behaviour patterns required to enable you to be an outstanding manager.

Managing the process and workload is just not enough nowadays. Instead, the modern manager needs to be able to motivate their team, to manage change, deal with difficult people, manage performance, coach and develop their staff - the list goes on!

After having attended this workshop you will go back to the workplace with a toolbox full of management skills and the confidence to guarantee your future success in managing yourself and others.

During this programme delegates will learn advanced communication skills enabling them to:

- Motivate and inspire employees
- Coach and develop staff effectively
- Resolve conflicts quickly and effectively
- Build and lead high performing teams
- Gain enthusiastic cooperation
- Resolve performance issues quickly and effectively
- Delegate tasks with confidence
- Organise effectively their time and workload

### Day One

Initial Introductions

#### 5 Rules to Management

Here we look at the difference between management and leadership. What are the key duties of a manager? What makes an outstanding manager? How to ensure management best practise

#### Exploring your managerial style/potential

Making an assessment of your current managerial style and how to optimise this back at the workplace. Management style team games, establish what your style means to your team and how to develop your managerial skills further

#### Coaching & Feedback Skills

Learn how to coach and give feedback to your staff members in order to assist in their personal and professional development. Learn different models of coaching. Learn how to give positive, and constructive, feedback to fit different situations, i.e. formal coaching sessions, on the job coaching, reviews etc

### Communication & Influencing Skills

Learn how to be a master communicator and get your point across in a clear, concise and positive manner. Learn how to make small talk with strangers, the importance of non-verbal communication and how to influence others to see your point of view thus enabling you to sell your idea effectively!

### Managing Conflict

Learn how to manager conflict on a one to one basis as well as managing conflict between several members of your team. Learn communication and process techniques to enable you to handle any conflict situation that may arise.

## Day Two

### Managing Performance

Learn how to set goals, objectives and put development plans together with your staff. Learn how to review performance and how to manage under-performers. Learn how to deal with difficult people in an effective manner.

### Building High Performance Teams

Building highly effective and performing teams is an essential objective in your role. Learn how to get all of the members in your team to work together and to exceed all targets that are asked of you.

### Motivation Skills & Understanding Others

Know what makes people tick and what gets them out of bed in the morning. Learn how to use this to your advantage. Learn how to establish what motivates your staff, their values and beliefs and how to tailor your communications to get the best out of them at all times.

### Time Management & Delegation Skills

Managing your time and juggling workloads is a difficult task. Learn how to prioritise your work and know how to manage conflicting priorities. Gain an appreciation of the difference between "importance" and "priority" and how to effectively delegate your work.

### Understanding Your Own Managerial & Learning Styles

Understanding yourself and others is critical for any manager to succeed. Take some assessments and tests and get feedback on your own style and what it means to you and everyone in your team.

This Course is ideally suited to:

- First Time Managers
- Supervisors
- Team Leaders
- HR Professionals
- Project Managers
- Change Managers
- Established Managers

Call us NOW on **07834 684000** or email us at [info@empower-your-future.com](mailto:info@empower-your-future.com) to discuss your training needs.

**You could qualify for Government Funding and get this diploma for FREE.**