



4D Group

Supervisory Skills: Management Introduction

Who Would Benefit?

This course will particularly benefit those who have recently been appointed to their first management or supervisory position.

Objective

Business, individual and team success comes from good management. This course addresses the fundamental aspects of people management, giving delegates a sound basis and methods for applying proven management practice. By the end of the course, delegates will understand the ideas, techniques and concepts of personal management skills.

Content

What makes a great manager?

Introducing leadership styles.

Effective communication

What, why, who, when and how.

Manage meetings and build rapport.

Visual, auditory, kinaesthetic and non-verbal communication.

Questioning and listening technique.

Assertive, aggressive and submissive behaviour.

Building an Effective Team

Team structures and types.

Strategies to strengthen teams.

Motivation

Motivational theories.

Basic and higher needs.

Relate goals / needs to motivators.

De-motivation.

Develop skills to motivate effectively.

Delegation

What do you delegate?

To whom should you delegate?

Delegating for best results.

Time Management

The most important resource.

Importance of personal goals.

Planning time and time stealers.

Decision Making

Decision making styles and process.

Managing Disruptive Behaviour

Behaviour vs. personality.

Why people behave the way they do.

Preventing and eliminating disruptive behaviour.

Duration

One day