



ESSENTIAL MANAGEMENT SKILLS COURSE

"Become A More Effective Manager By Receiving A
Thorough Grounding In All Of The Main Essential Skills
Of Management And Leadership"

2 DAY COURSE

8-9 February 2006
6-7 June 2006
30-31 August 2006
29-30 November 2006

Crowne Plaza - Heathrow

Contents

	Page
About Management Training & Development Ltd	3
Essential Management Skills Course Overview	4
Course Agenda	
- Day 1	5
- Day 2	6
Comments From Delegates About The Course	7
Your Course Leader	8

About Management Training & Development Ltd

Management Training & Development Ltd has been working with a wide variety of clients (both large and small) in the UK and internationally for several years.

We specialise in providing:

- In-house management training courses
- Open courses
- Management & leadership development programmes
- Corporate and executive coaching
- HR consulting

We provide a wide range of management training programmes and consultancy methods that will enable your managers to maximise their potential by gaining or refining their management skills.

Our team of highly skilled and experienced trainers and consultants have all had distinguished careers in senior management roles and bring with them a wealth of practical experience to each course.

At Management Training & Development Ltd we will design and deliver a solution that suits your specific needs addressing the issues and requirements from your training brief that best fits your culture, learning style and ways of working.

Our programmes are delivered when and where you need them!

We believe that training should be fun, highly interactive and provide “real world” practical techniques and methods that you can use back in the office – and that’s exactly what we provide.

Please call us on:
0800 849 6732

Visit our website:
www.m-t-d.co.uk

Email us at:
Enquiries@m-t-d.co.uk

Essential Management Skills

Course Overview

"Essential Management Skills" will provide you with an excellent foundation in all of the skills and behaviours required 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, be able to manage change, deal with difficult people, manage performance, they need to be able to 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 that you can use to guarantee your success in managing yourself and others.

Who Will Benefit From The Course?

This course will benefit anyone who manages people, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

With The Help Of This Course Delegates Will Be Able To:

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

Course Agenda

Day 1

Introduction & Objectives

What makes an effective manager?

Here we look at the difference between management and leadership, what are the key duties of a manager? what makes an outstanding manager? management best practice

Exploring your managerial style/potential

Take a managerial assessment to find out your current managerial style and how to use this back at the workplace, management styles team game, find out 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 to help their personal and professional development. Learn different models of coaching and how give positive and constructive feedback to apply these to fit the situation. I.e. formal coaching sessions, on the job coaching, reviews etc

Lunch

Communication & Influencing Skills

Learn how to be a master communicator and how to 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 so that you sell your idea effectively!

Managing Conflict

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

Close

Day 2

Recap And The Day Ahead

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 I asked of you.

Lunch

Motivation Skills & Understanding Others

Learn what makes people tick and what gets them out of bed in a morning and how to use this to your advantage. Learn how to elicit your staff's motivations, values and beliefs and how to tailor your communications with them to motivate them to do an outstanding job in all that they do.

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.

Close

Comments From Previous Courses

From "First Time Leaders" through to "Heads of" departments, your staff will just love our Essential Management Skills course. Read about what our delegates have to say about it ..

"Thanks for the course, it was great. Rest assured, I wouldn't have any problems recommending the course to my fellow managers. I found it extremely useful and thought provoking and thought Mark was a great facilitator and tutor"

Garry Cochrane - Account Manager - Fine Ltd

"There were no switch off spells as the course was excellent. The presentation style was both friendly and humourous. I now have a method of structuring my management style and have a great understanding that different people need to be motivated in different ways"

Bakhtiar Hanan - Head Of Buying - Videogames - Toys R Us

"The sections on coaching and managing conflict were excellent. The module enabled me to learn how to develop my team members and also work on my weaknesses as a leader. The course met my needs completely"

Julie Parris - Team Leader - Pfizer Ltd

"I found the whole course to be very interesting indeed. I can now approach my staff with confidence in a way that will work! The course was very useful and Mark (the trainer) was informative, open and approachable"

Simon Harper - Head of Design - Maritz Ltd

"The course was really helpful. I had never done any coaching before but I can certainly see the benefits of it. The trainer used effective ways to communicate with the group and was easy to talk to. Thanks!"

Sarah Jones - Sales Office Supervisor - Roland UK Ltd

"Mark made the course specific to the group's individual issues which was just great. It gave me a lot of food for thought with how to motivate and utilise my staff more effectively"

Birgit Schalow - Helpdesk Supervisor - NEC Europe

"10 out of 10! The course was just excellent! Mark created a great learning environment"

Jon Hulbert - IT Systems Delivery Manager - Maritz Ltd

"This course was very beneficial indeed. I thought every aspect of the course was excellent. Mark was very knowledgeable about the subjects and he had excellent communication and presentation skills. Thanks again!"

Richard Stannard - Submissions Team Leader - Pfizer Ltd

"A great course. The content around motivation and building high performing teams left me with a set of skills that I can actually use in the office! I also loved the working and the communication of the group as a whole"

Lee Hewitt - Retail Sales Manager - Johnson & Johnson

"I really got a lot out of the course. I particularly liked finding out and understanding why people behave the way they do, peoples learning styles and also finding out my own traits. Mark was a very effective, knowledgeable and interesting communicator"

Ronnie Huda - Product Specialist - Roland UK Ltd

"I have now got some tools to help me with giving feedback to my staff. This course was helpful. Mark had a good all round knowledge of the subject and was very experienced with the reasoning. He gave great examples which made everything meaningful to the real world"

Kevin Tetley - Technical Manager - C Pastas Ltd

"It was great to find out my own current managerial style through the assessment we completed and what that meant to the way I lead my team. I enjoyed all of the course very much"

Carol Clare - Accounts & Budgeting Manager - Thomas's London Day Schools

Your Course Leader



Mark Williams

Area	Score	Average
Mark's knowledge of the subject	127	9.77
Mark's presentation skills	120	9.23
Mark's helpfulness	126	9.69

Feedback from Mark's last course – 13 delegates, average score out of 10

Registration Fee - £495 + vat

Included Within The Registration Fee:

- Course Manual
- All Refreshments
- Lunch
- Course Materials
- Course Certificate
- Unlimited email and telephone support from your trainer after the course