

Who will benefit

- Newly appointed managers and team leaders
- Experienced managers and team leaders who lack formal management training
- Anyone who is about to be appointed into a management position

What are the benefits of attending?

You will:

- Understand the role and responsibilities of a manager
- Build confidence in undertaking the management role
- Increase the effectiveness of both manager and team
- Develop key skills to assist in being effective
- Practice the development of skills in a 'safe' environment

At the end of the programme, you will be able to:

- Describe the manager's role and what is required
- Understand the impact of your role within your own organisation
- Begin to effectively lead your team
- Understand your own management style and consider alternatives
- Get the best out of your team through effective motivation, communication & delegation
- Identify areas of personal strength and areas for further development

Outline programme

Day 1

The role of the manager

- responsibilities and style
- managing in your organisation
- communication

Action planning

Day 2

Review of Day 1

Leading a team

Team dynamics and team development

Action planning

Day 3

Review of Day 2

Motivating your team

- what motivates people
- managing problem people

Delegation

- why we don't and why we should
- how to do it

Personal development review and action plan.

Cost

For current MCM retained clients	-	£645 + VAT
For other organisations	-	£835 + VAT