



## Course Outline

# Management Fundamentals

This two-day course is designed for new managers either as part of a Management Training scheme within a business for young-managers of the future, or for those being newly promoted into a Management position from a Technical or Shop-floor background.

The course focusses on the key aspects of management, dealing with other people (junior, senior and peers), expectations, communication, time-management, productivity, decision-making, and much more.

The course gives valuable insights by using real-life examples and personal experiences to show that many of the situations that managers find themselves in are far from unique and many have proven methods of resolution.

The content shown below is for our scheduled course and can be customised to suit your requirements if you are making a company booking, or for us to come to you. Please call to discuss details. All courses are Instructor-Led and Interactive and we like to keep delegate numbers to a maximum of 8 to ensure that all delegates get the most benefit from the course.

### Contents

#### Team Building

- Formation of teams
- Understand your people
- Team Roles
- Personality Types
- Motivation

#### Communication Skills

- Communication Cycle
- Active Listening
- Non-verbal Techniques

#### Assertiveness

- Definitions of assertiveness
- Assertive vs aggressive
- Manager's Dilemma
- Six guidelines for being assertive

#### Presentation Skills

- What is your Objective?
- Audience analysis
- Organisation of the presentation

#### Leadership vs Management

- What are the differences?
- What will fit my role?

#### Performance Management

- Guidelines for motivation
- Pitfalls of poor leadership
- Employee apathy
- Hinderances

Reviews and Appraisals

- Reprimands
- Goals and Objectives

#### Decision making and Problem solving

- 5 step process
- Problem Solving Techniques
- Analysis of problems
- Conceptual thinking
- Problem solving test

#### Time management

- Is it possible?
- How do you use your time?
- Planning activities
- Planning time
- Planning tools
- Your energy cycle
- Meetings
- Interruptions
- Telephone techniques

#### Stress and Management

- Identifying stress
- Stress signals
- Stress techniques

#### Concluding Remarks