

Welcome to Management

A Two Day Workshop

Target Audience

Managers of people in organisations that are new to the role

Objectives

By the end of this two day programme delegates will be able to:

- Appreciate the benefits of good management in creating engaged employees
- Be able to use the communication pyramid to analyse relationships
- Use transactional analysis to understand your impact on others
- Ascertain what motivates others
- Listen actively and empathically
- Ensure clear and achievable goals
- Ensure your team know where they are heading by providing clear direction
- How to delegate without dumping
- To understand the importance of and how to give positive and re-directive feedback

Outcomes

Delegates will be able to:

- Explain and demonstrate the fundamentals of good management and engaging employees
- Understand the differing levels of relationships, where their relationships need to be and have a plan to improve those that are more fragile
- Identify the impact they have through using transactional analysis as a tool
- Use constructive communication to understand the differing motivators within their team
- Demonstrate active and empathic listening
- Provide themselves and their teams with goals
- Provide clear direction to their teams
- Effectively delegate tasks and responsibilities
- Know when to give and how to give positive and re-directive feedback



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