

CORE SKILLS PROGRAMME – Managing self/Managing others (2 days)

Up to 10 delegates

This course is intended as a 'foundation course' and the level at which it is run, depends on the level of the delegates. It is normally run as 2 days together and this works best. However, it can be separated into 2 individual days if need be. There is some pre course work which involves keeping a time usage diary. The course is highly participative and fun.

Objectives:

- Introduce delegates to the basic principles of managing oneself and others
- Understand how one is currently using work time, and looking at how this can be done more productively
- Understand the principles of delegation and its importance in developing and motivating a team
- See the barriers to effective communication and the dangers of making assumptions
- Be able to devise effective strategies to take back to the workplace, in order to maintain effective management controls

Briefly the course comprises:

Day 1

- Introductions/setting objectives
- Core Skills of Management – Planning, Organising, Delegation, Communication, Motivation, Control
- Using pre- course work – looking at current time usage
- Using the purpose of your job to set priorities
- Understanding the difference between 'urgent' and 'important' matters
- Using a diary effectively
- Putting first things first – using Stephen Covey's Time Management Matrix

Day 2

- Principles of delegation – practice using a delegation maze exercise
- Communication – how people communicate knowingly or otherwise
- Exercises looking at verbal and non-verbal communication
- Listening matrix – the importance of not assuming what people have heard
- Motivation – why do people need it, what's different when they are?
- Motivation theory compared to the results of a Motivation Questionnaire
- Exercise – how to improve motivation back at work
- Control – what does it mean
- Feedback Skills
- Summary – using the One Minute Managers Game Plan to summarise the skills
- Action Plan