



Advanced Management Skills

Open Course Outline

1-Day Workshop

Advanced Management Skills

Learn The Skills, Behaviours And Strategies That Will Take Your Management And Leadership Skills To The Next Level

Course Overview

Our "Advanced Management Skills" workshop will provide you with the skill-sets and characteristics to become better than you had ever perceived you could be.

Being a 'great' manager cannot guarantee success these days – only by being the best of the best will you make an impact on your department, your company and your industry?

After this one-day workshop, you will go back to the workplace with a toolbox full of advanced management skills that you can use to build your success in managing yourself and others.

Who Will Benefit From The Course?

This course will benefit anyone who would like to inspire themselves and their teams to higher performance, in particular:

- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- Experienced Managers
- Anyone who has attended our Essential Management Skills course

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

- Know their own style and how it impacts on others
- Create a Personal Skill-Set that will set them apart
- Apply their Emotional Intelligence
- Communicate elegantly and effectively
- Build a motivated and inspired team of people
- Develop a plan to create ongoing success
- Manage their own boss more effectively
- Manage others who they have no line manager responsibility over

Course Agenda

Introduction & Objectives

Self-Skills

What Makes The Difference Between 'Good' and 'Excellent'?

You may have been a manager for some time, but what makes you stand out from the rest? Find out your current personal style and what it means to you and your team

The Personal Skills That Allow You To Excel

What skills do managers and leaders require to be the best in modern times? Our research has shown the skills the future leader will need to take themselves and their businesses forward

Improving Your Emotional Intelligence

A key skill that's needed by today's manager, and one that's vastly under-rated! Take a test to see how you measure up in the emotional intelligence stakes. Analyse why this is such an important skill to develop for the advanced manager

Lunch

Interpersonal-Skills

Advanced Communication & Influencing Skills

Learn how to be a master communicator! Learn why it's not enough to just put your message across it's just as important to understand the other person's point of view. The advanced manager has the skills and techniques to influence and persuade elegantly and with passion! You'll understand what makes others tick, how they process information, what their motivations and preferences are and then, armed with this knowledge, you'll know how to get the best out of them.

Getting The Best From Your Team

Use all the skills you have picked up today and from your experience to create and design the best team possible. Analyse motivational techniques, set development plans and develop your team's strengths with our unique 'future-pacing' blueprint. You will never look at management the same way again!

Managing Up & Managing Sideways

There's no manual that provides you with the skills and know-how on how to manage your own boss! Until now of course. This session deals with management approaches and strategies so you'll know how to manage your own boss, learn how to say no and push back in the right way, how to manage their expectations and how to have a productive working relationship. You'll also cover strategies on how to manage those people who you have no direct responsibility over.

Close

Comments From Previous Courses

From "First Time Leaders" through to "Heads of" departments, your staff will just love our Advanced 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 your trainer 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 humorous. 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 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

"The trainer 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! You 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. Your trainer 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"

Ronnie Huda - Product Specialist - Roland UK 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 Leaders



Gavin Muge



Stewart Bull



Scott Rumsey



John Alexander

**Feedback From Our Last 10 Courses
(Based on Feedback from 104 delegates)**

Area	Average
Trainer's Knowledge Of The Subject	9.6 out of 10
Trainer's Presentation Skills	9.7 out of 10
Trainer's Helpfulness	9.8 out of 10
Variety Used In Delivery	9.4 out of 10

Locations:

Hilton Garden Inn

Eastern Perimeter Road
Hatton Cross
London
TW6 2SQ

MTD Training Centre, Coventry

5 Orchard Court , Binley Business Centre,
Harry Weston Road, Coventry, CV3 2TQ
5 minutes off Junction 2 of the M6

The Clayton Hotel, Manchester Airport

Outwood Lane,
Manchester,
M90 3NS

DoubleTree by Hilton – Central London

60 Pentonville Road, London, N1 9LA
Easy accessible via railway and underground

Registration Fee:

After completing the 1-day course you can take a short assignment/assessment in order to be awarded with a formally accredited Advanced Management Skills Certificate for just a further £49 + VAT.

Included Within The Registration Fee:

- Course workbook
- Handouts
- Lunch and refreshments throughout the day
- Access to our online management academy
- Certificate of attendance
- Unlimited email and telephone support from your trainer after the course

Start/Finish Times

Start: 9.30am

Finish: 4.30 – 5.00pm

Require Accommodation?

MTD have negotiated special discounted rates with the above and other local hotels if you require an overnight stay. Upon booking we will send out all of the joining instructions to you and contained within this will be a special password to enable you to take advantage the discounts available.

Next Steps & Booking Information

Questions/Queries

Call us - 0800 849 6732

Email us – info@mtdtraining.com

Booking

If you would like to book a place on this course you can call us on **0800 849 6732**, complete our online booking form or download our Booking Form (Word Format) and email it back to us.

Details of locations, dates and availability for the course can be found here:

<http://www.mtdtraining.com/ams>

Once You Have Booked

We will then send you a confirmation letter, invoice and joining instructions. You can pay through invoice or credit card.

Ongoing Email & Telephone Support

After the training course your development doesn't stop there.

Your managers can email or call their trainer at any time for help or guidance.

They might be implementing some techniques that they have covered on one of the workshops and want some tips on how to implement it for their specific situation.

Whatever the reason, your trainer is available for your managers whenever you need us.

Learning is just the start of the process! We will be with you every step of the way while your staff implement what they have learned.

Ongoing Weekly Management Email Tips

Each of your managers will receive weekly management tips through email to keep up the momentum of the training.

Each "Management Tip" will cover topics such as:

- Effective communication
- Self-confidence
- Building high performance teams
- Delegation
- Time management
- Coaching
- Problem solving
- Dealing with difficult staff
- Managing performance
- etc

Access To Our Online Management Academy

For up to 6 months after the course you will receive unlimited access to our online management academy.

Our academy is full of videos, audios, manuals, checklists and resources to help you further.

This will really help you to embed your new skills back in the workplace.

About MTD



MTD, the management training specialists, has been working with a **wide variety of clients** (both large and small) in the **UK and internationally** since 2001.

Since that time we have delivered training in over **23 different countries** to over **3,500 different organisations** and have helped over **100,000 managers**.

Our head offices are based in the Midlands where we have our very own training centre, including a multi-media suite that enables us to provide a full range of blended learning solutions including video, podcasts, e-learning and online support solutions.

We specialise in providing:

- In-house, **tailor made** management training courses (1-5 days duration)
- **Open courses** (Delivered throughout the UK at various locations)
- Management & leadership development **programmes** (From 5 days to 2 years)
- **Blended** learning solutions (online and offline)
- Corporate and executive **coaching** (With senior or middle managers)

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 MTD Training 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 Key Unique Selling Point

*"Bespoke, practical and quality training delivered by a trainer experienced in your industry is a "given". Where we really make a difference is how we **help your managers to embed and implement the learning** after the course. We offer industry leading post course support to make this happen so you get a real, tangible return on your investment"*



Head Office:

MTD Training, 5 Orchard Court, Binley Business Park, Coventry, Warwickshire, CV3 2TQ

Website:

www.mtdtraining.com

Email:

info@mtdtraining.com

Telephone:

0800 849 6732