



# 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.

This course is **CPD accredited** which means that you will receive a CPD certificate from attending this course.



#### 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**

"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



**Mark Williams**



**Helen Hamilton**



**Stewart Bull**



**Rita Sandford**

**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           | 9.5 out of 10 |

## Locations:

### Manchester

**Cheadle House,**  
Royal Crescent, Cheadle, SK8 3FS

### Coventry

**DoubleTree by Hilton Coventry,**  
Paradise Way, Walsgrave Triangle, Coventry, CV2 2ST

### Heathrow

**Hilton Garden Inn Heathrow Airport,**  
Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ

### Central London

**DoubleTree by Hilton Central London,**  
60 Pentonville Road, London, N1 9LA

## Registration Fee:

The course fee is £295 + vat.

The Advanced Management Skills Course is **CPD Accredited (Continuing Professional Development)**.



## Included Within The Registration Fee:

- CPD certificate
- Course workbook
- Handouts
- Lunch
- Refreshments throughout the day
- Weekly management tips delivered via email to keep you sharp
- Access to our online management training academy (50+ training sessions)
- 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 - 0333 320 2883

Email us – [info@mtdtraining.com](mailto:info@mtdtraining.com)

### Booking

If you would like to book a place on this course please call us on **0333 320 2883**.

Alternatively please book online at:

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

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. Invoice terms are 30 days after invoice date.



## 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 **25 different countries** to over **9,000 different organisations** and have helped over **250,000 managers**.

Our head offices are based in the Midlands and we have Local offices in London & Manchester too.

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:

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