Essential Management Skills

17/18 January 2017

Joining Instructions
DoubleTree by Hilton Islington, London

"Become A More Effective Manager By Receiving A Thorough Grounding In All Of The Main Essential Skills Of Management And Leadership"

Course Overview

"Essential Management Skills" will provide you with an excellent foundation in all of the skills and behaviours required to be an outstanding manager.

Managing the process and workload is just not enough nowadays. Instead, the modern manager needs to be able to motivate their team, be able to manage change, deal with difficult people, manage performance, they need to be able to coach and develop their staff - the list goes on!

After having attended this workshop you will go back to the workplace with a toolbox full of management skills that you can use to guarantee your success in managing yourself and others.

Who Will Benefit From The Course?

This course will benefit anyone who manages people, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

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

- Motivate and inspire employees
- Coach and develop staff effectively
- Resolve conflicts quickly
- Build and lead high performing teams
- Gain enthusiastic co-operation
- Resolve performance issues quickly and effectively
- Delegate tasks with confidence
- Organise your time and workload

Day 1

Introduction & Objectives

What Makes An Effective Manager?

Here we look at the difference between management and leadership. What are the key duties of a
Manager? What makes an outstanding manager? What will people be expecting of managers in the future?

Exploring Your Managerial Style/Potential

Take a managerial assessment to find out your current managerial style and how to use this back at the workplace, management styles team game, find out what your style means to your team and how to develop your managerial skills further

Coaching & Feedback Skills

Learn how to coach and give feedback to your staff members to help their personal and professional development. Learn different models of coaching and how give positive and constructive feedback to apply these to fit the situation. I.e. formal coaching sessions, on the job coaching, reviews etc

Lunch

Communication & Influencing Skills

Learn how to be a master communicator and how to get your point across in a clear, concise and positive manner. Learn how to make small talk with strangers, the importance of non-verbal communication and how to influence others to see your point of view so that you sell your idea effectively!

Managing Conflict

Learn how to manager conflict on a one on one basis as well as managing conflict between members of your team. Learn communication and process techniques to be able to handle any conflict situation that may arise.

Close

Day 2

Delegation Skills

Learn why delegating is important and decide which of the seven levels of delegation is right for your team members.

Managing Performance

Learn how to set goals, objectives and put development plans together with your staff. Learn how to review performance and how to manage under-performers. Learn how to deal with difficult people in an effective manner.

Building High Performance Teams

Building highly effective and performing teams is an essential objective in your role. Learn how to gel all of the members in your team to work together and to exceed all targets that I asked of you.

Lunch

Time Management

Managing your time and juggling workloads is a difficult task. Learn how to prioritise your work and know how to manage conflicting priorities. Gain an appreciation of the difference between "importance" and "priority" and how to effectively delegate your work.

Motivation Skills & Understanding Others

Learn what makes people tick and what gets them out of bed in a morning and how to use this to your advantage. Learn how to elicit your staff's motivations, values and beliefs and how to tailor your communications with them to motivate them to do an outstanding job in all that they do.

Close

Start & Finish Times:
9:30am start on both days
4:30 – 5:00pm finish on both days

Lunch & Refreshments:
Included in course fee

Parking:
Is `free' for MTD delegates

Dress Code:
Whatever you feel comfortable in

Accommodation:

Should you require accommodation during your course, the friendly team at our hotel booking partner, tobook Ltd, will more than happy to assist you with securing a bedroom and at our preferential rates. Further information on how to arrange your accommodation is below:

Welcome to to**book**

On behalf of MTD Training, to**book** has secured preferential accommodation rates at great hotels to offer you a sound night's sleep, leaving you refreshed and ready for your training course.

How to book your accommodation

You can log in to the online booking tool, which is available 24 hours a day, 7 days a week, to request your accommodation using the details below:

Go to www.tobook.co.uk and click on the 'Sign In' link on the top toolbar
User Name: MTDTRAINING   Password: 0379MTDTRA
Please enter exactly as shown above

If you require any assistance, please email tobook@tobook.co.uk or call **01676 522868**

The location of your training event is a very important factor for us, as we want to provide you with only the very best facilities for your course so that you can arrive easily and hassle free and enjoy a great learning environment.

Boasting an ideal location in the heart of bustling Islington, DoubleTree by Hilton Hotel London - Islington is just minutes from extensive shopping opportunities, sports arenas, tempting local restaurants and lively nightlife. This Islington hotel is near the Business Design Centre, offering a convenient base for guests attending a conference or trade event. Take a two minute walk to Angel tube station, where you can enjoy easy connectivity to some of London's most popular shopping and entertainment destinations, historical landmarks and iconic attractions, including the EDF Energy London Eye, Buckingham Palace, Tower Bridge and the world-famous Oxford Street.

This modern hotel in Islington provides an ideal setting for successful training, meetings and conferences; offering six flexible meeting rooms, a complimentary 24-hour business centre and contemporary A/V facilities.

Maintain your exercise regime during your stay in the complimentary 24-hour fitness centre. Start your day with a delicious breakfast in our stylish restaurant and enjoy a relaxed lunch in the bar. Pick up your favourite takeaway hot drink from our all-day coffee shop, before heading out to explore London. Our friendly staff look forward to welcoming you to our DoubleTree hotel in Islington with a warm chocolate chip cookie on arrival.
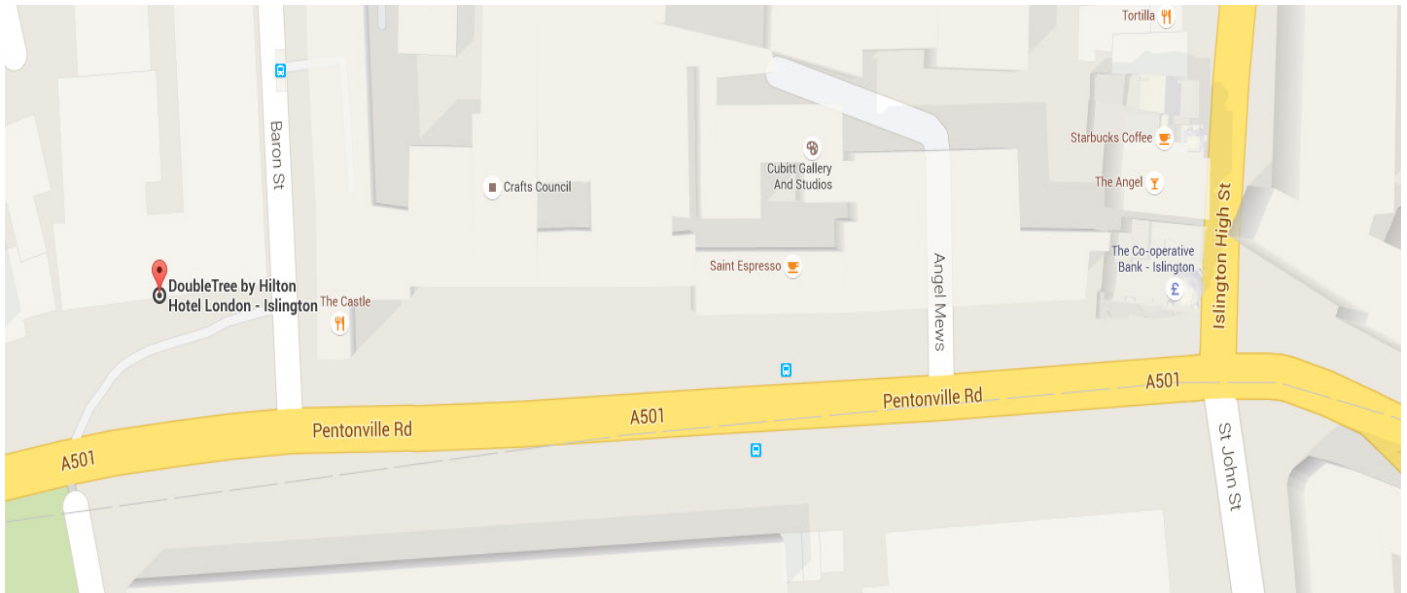
Directions to the DoubleTree by Hilton Islington

The hotel is easily accessible from all major transport points in the city. The closest Underground station is Angel which is a 2 minute walk from the hotel and connects you to all London has to offer.

Nearby Car Parks

Business Design Centre, 52 Upper St, London N1 0QH

OPEN 24hrs and only 6 minutes from the hotel by foot/ 0.8 miles

N1 car park, 21 Parkfield St, London, N1 0PS

OPEN 10am-7pm daily and 3 minutes' walk by foot/ 0.3 miles

Kings Cross Underground Station:

The hotel is a 15 minute walk from here or alternatively you can take the Underground from here to Angel. As you come out of Angel station, turn left. At the crossroads, turn right onto Pentonville Road. The hotel is on your right.

Euston Station:

Take a taxi to the hotel which takes 5 minutes or take the tube on the Northern line to Angel and walk 2 minutes to the hotel. As you come out of Angel station, turn left. At the crossroads, turn right onto Pentonville Road. The hotel is on your right.

DoubleTree by Hilton Islington

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