



# Essential Management Skills

31 January/1 February 2017

Joining Instructions  
Hilton Garden Inn London, Heathrow

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## **“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 get 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](http://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](mailto:tobook@tobook.co.uk) or call **01676 522868**

## About The Hilton Garden Inn London - Heathrow



Hilton Garden Inn London Heathrow Airport hotel offers the perfect accommodations for all travellers flying to/from all Heathrow terminals. The Hoppa Bus routes and Hatton Cross Underground Station are within easy walking distance, providing convenient access to central London.

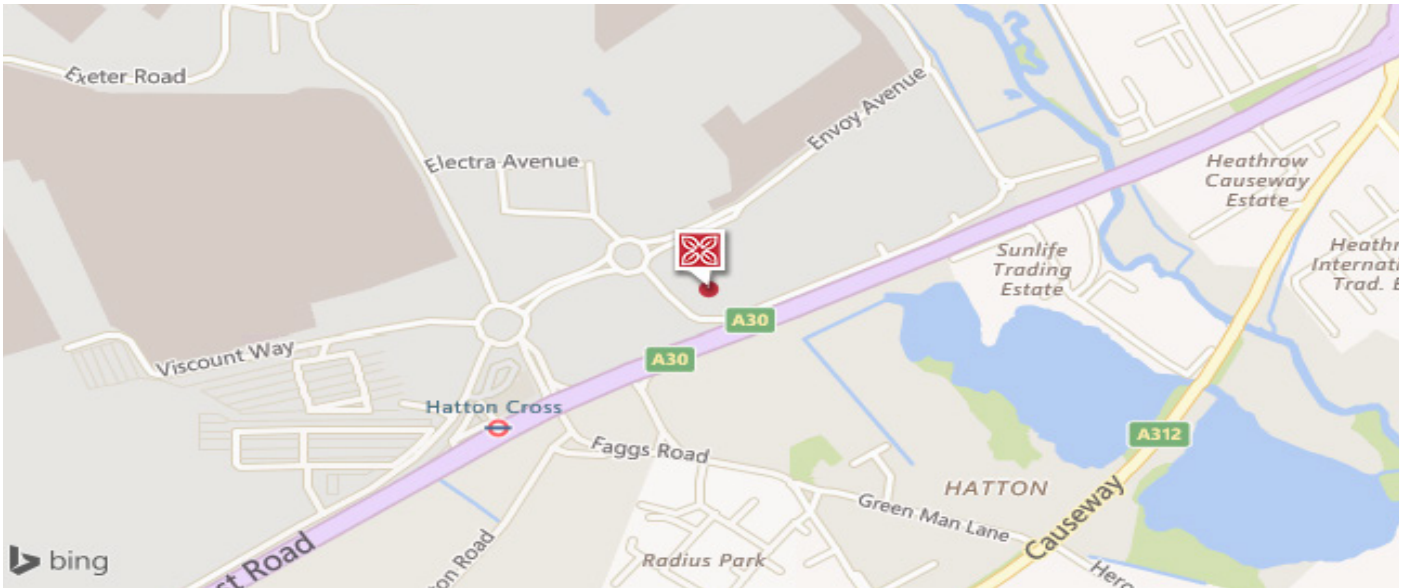
The underground station is also just one stop from Terminals 1, 2 and 3, and two stops from Terminals 4 and 5; making your journey to catch a flight quick and hassle free.

Check the latest arrival/departure times with their live flight information screens.

**Car parking is free as well!**



## About The Hilton Garden Inn London - Heathrow



### **Hilton Garden Inn – London Heathrow**

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