



# Essential Management Skills

Open Course Outline

2-Day Workshop

## Essential Management Skills

**"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.

This course is formally accredited by **The Chartered Management Institute (CMI)** and is also **CPD Certified** so you can have the option to receive a CMI & CPD Certification.



### 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

## **Course Agenda**

### **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? Management best practice

##### **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**

## Comments From Previous Courses

**From "First Time Leaders" through to "Heads of" departments, your staff will just love our Essential 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



**Mark Williams**



**Helen Hamilton**



**Rita Sandford**

**Stuart Watkinson**

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

<b>Area</b>	<b>Average</b>
Trainer's Knowledge Of The Subject	9.7 out of 10
Trainer's Presentation Skills	9.6 out of 10
Trainer's Helpfulness	9.8 out of 10
Variety Used In Delivery	9.5 out of 10

## Locations:

### Hilton Garden Inn

Eastern Perimeter Road, Hatton Cross  
London, TW6 2SQ

### DoubleTree by Hilton - Coventry

Paradise Way, Walsgrave Triangle  
Coventry, CV2 2ST  
5 minutes off Junction 2 of the M6

### Cheadle House, Royal Crescent,

Cheadle, SK8 3FS

### DoubleTree by Hilton – Central London

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

## Registration Fee:

The course fee is £495 + vat.

The Essential Management Skills Course is formally accredited by **The Chartered Management Institute (CMI)** and is **CPD Certified (Continuing Professional Development)**.

After completing the 2-day course, to receive the accreditation, you can take an optional online assessment in order to be awarded with accredited CMI & CPD Certificates for just a further £49 + VAT.

## Formal Accreditation & Certificate

The Essential Management Skills Course is formally accredited by the CMI and is CPD Certified.

After completing the 2-day workshop you will be required to take a short certification online assessment back in the workplace which consists of 25 multiple choice questions based upon the content that you covered on the course.

Upon passing the assessment you will be awarded with 2 certificates.

The first certificate will be from the CMI and you will also receive a CPD Certified certificate as well.

### Registration Fee

CMI Accredited - £544 + VAT

Course Only - £495 + VAT



## Included Within The Registration Fee:

- Course workbook
- Handouts
- Certificate of Attendance (If not taking the CMI/CPD accreditation)
- Lunch
- Refreshments throughout the day
- Access to our online management academy
- 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/emsbookingform>

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

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

## 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 **23 different countries** to over **7,500 different organisations** and have helped over **200,000 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:**

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