

Workshop title: Introduction to Management

Aim: To help companies to develop confident and competent supervisors and managers

Designed for: New supervisors and managers wanting to improve their people management skills

Objectives: During the workshop, supervisors and managers will

- clarify their role and responsibilities in managing others
- appreciate the balancing act of their own work and their staff needs
- understand their responsibility for getting results through others
- identify the importance of clear, timely communication with staff
- explore ways to resolve problems

Method: This workshop is participative, using practical examples and exercises to help relate learning to the job

Content: The role and responsibilities of line management

- * The purpose of line management
- * The pitfalls of line management
- * The skills of line management

The balancing act of line management

- * Goals, priorities and plans
- * Delegating, supervising and allocating work

Getting results through others

- * What is performance management?
- * Know your staff and performance requirements
- * Identify and discuss gaps
- * Make and agree joint action plans

Communication

- * Why communication goes wrong
- * How to improve your communication skills
- * Communication in meetings

Problem solving and decision making

- * The causes and effects of problems
- * Generate solutions and make decisions
- * Communicate the why, what and how