



Office & Training Solutions Ltd

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Course Outline

Management Skills– An Introduction

Programme Aim:

Understand the critical skills required in your role as a manager and identify how your style impacts on your team's ability to meet the organisation's standards and expectations.

Programme Objectives:

- *Identify* critical skills required in your role as a manager
- *Perform* a grading exercise to establish your training & development needs as a manager
- *Investigate* individual team types and how this can impact on team productivity
- *Explore* each skill with particular relevance to your area of work

Programme Training Plan:

- Managers Role – definition, key issues and challenges, roles and responsibilities of a manager
- Definition of critical skills i.e. leadership, coaching, communication, effective planning & delegation, problem solving & decision making
- Self assessment – where do you rate yourself in these areas
- Belbin Team Exercise - identify your team type in order to assist you in understanding your team members
- Leadership Skills
- Coaching Skills
- Effective Communication Skills
- Effective Planning, organization & delegation

Target Trainee Profile

Suitable for all established or new entrant managers

Training Approach

Tutor input

Group exercises and discussions

Personality Tests

Training Duration

This course is delivered over 1 day with a maximum of 15 participants