



## Mastering Management Skills Training

### Description

#### Introduction

This programme is about exploring and mastering skills that will comfortably take delegates to the next level of competence. It begins with practical insights into leadership and behavioural styles and then quickly moves into core competencies needed in managing organisation, people and change.

#### objectives

- Clarify your role as leader and manager
- Know the importance of character in management
- Know the four dimensions of behavioral style
- Embrace six core functions of effective managers
- Discuss the ten key elements used by major organisations to achieve business excellence
- Understand how to implement a successful strategy
- Understand the need to take responsibility for leading change
- Understand how to be a Champion of Change

#### Contents

##### Day One

##### The Leader in You

- Taking a world view
- The value of management training
- Define the terms “leadership” and “management”
- The role of character in management
- The four dimensions and characteristics of behavioral style
- Your own behavioral style and the strengths of three other styles
- The functions of a 21st Century Manager

## Day Two

### Developing Personal Excellence

- Your personal operating system
- Maximising personal productivity
- Developing critical personal networks
- Getting the most out of meetings
- Establishing Direction
  - Developing ten key elements for business excellence
  - Analysing your organisation's external environment
  - Understanding your market
  - Missions, visions and success factors
  - The impact of organisational culture
  - Ensuring regulatory issues are known and understood

## Day Three

### Encouraging Your People to Give Their Best

- Two main factors of leadership
- Recruiting and selecting people
- Establishing expectations
- Building capacity in your people
- Tracking and appraising performance
- Creative problem solving
- Introduction to teamwork

## Day Four

### Making the Best of Your Resources

- Your (non people) resources
- The cost of (poor) quality – getting things wrong
- Using technology to achieve maximum impact
- Exploring and managing risks
- Minimising environmental impact

### Achieving Results your Customers will Value

- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work

## Day Five

### Achieving Results your Customers will Value (Cont'd from Day 4)

- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work

### **Facilitating Change**

- Managing Change
- Systems Thinking
- Organising for Change
- Post Course Action Plan
  - About the ILM assignment
  - My personal development
  - My organisation development

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