Management Excellence Masterclass Training

Description

Introduction

This programme has been designed for people already in a staff management position, or those about to take up an appointment, who want to review their management style, explore the latest thinking and models for effective management and leadership, and develop their skills to become excellent in their roles.

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objectives

- Review their personal management style
- Investigate the differences between management and leadership
- Be able to build and develop high performing teams
- Analyse and put into action the latest research in employee motivation
- Learn simple but effective tools to manage performance
- Develop flexibility in influencing style to be able to handle different situations
- Learn to think and plan strategically
- Be able to generate commitment and confidence
- Manage change proactively and positively
- Take charge of their own continuing development

Contents

Day One

Managing in the 21st Century

- Understanding the current working environment
- Personal style in managing
- Management and leadership
- Identifying core purpose and priorities
- Planning and organising

- New trends and developments in management, leadership and organisations

Day Two

Developing Excellence in Teams

- Team goals and the importance of teamwork
- Working groups. teams and high performance teams
- Defining critical team roles and responsibilities
- Innovative problem solving and effective decision making
- Tools and techniques for team development
- Virtual and remote teams

Day Three

Performance Excellence

- Understanding and influencing the factors that affect performance
- Creating clear goals and objectives
- The importance of how you do it as well as what you do
- Giving and receiving feedback
- Recognising and using motivational factors at work
- Building on strengths or eliminating weaknesses

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Day Four

Excellence in Communication

- The importance of clarity and effective communication
- Identifying personal style
- Developing style flexibility to handle different situations and people
- Handling difficult and conflict situations
- Dealing with cross cultural differences
- Using email and telephone communication to maximum effect

Day Five

Strategic Excellence

- Stakeholders and networks – how influence is applied
- Strategic thinking and environmental scanning to say ahead
- Understanding and managing change
- Taking charge of your own development
- Action planning