

Q *What do I need to become a good manager?*

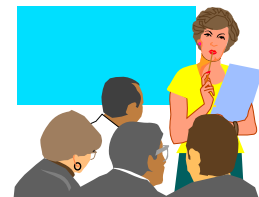
Your needs

*Understanding what management is all about
Learning the skills of supervision
How to maintain performance and morale
How to build the team and get results*

Effective Supervision and Management

Practical guidance for all first-line supervisors, team leaders and managers

This workshop style course introduces general management skills with a particular emphasis on the human relations aspects of the supervisor's job and the interpersonal skills required. Participants find it easy to learn from the combination of videos, case studies, practical exercises and group discussions.



You will learn

- The role and responsibilities of supervisors and managers
- How to develop and maintain your authority and human relations skills
- How to motivate your subordinates to give their best
- How to analyse problems and make better decisions
- How to communicate effectively with your team, your colleagues and your own managers
- Developing others through coaching
- Measuring and monitoring performance
- How to run meetings and discussions
- How to develop and maintain good working relationships
- How to organise your own work and that of your team
- Planning your own personal development

Who will benefit?

All first line managers and supervisors as well as those about to be promoted to such positions, especially those with no previous management training.

Programme high points

- The sheer practicality of the course
- Learning how to handle vital people issues
- The broad range of topics covered

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