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## **Management Skills & Tools**

This course reviews some of the main skills & tools required for effective management. It is highly interactive and provides opportunities to discuss, share and resolve individual issues. This programme can be tailored to suit the individual needs of a team or group. Use is made of case studies, exercises and questionnaires.

Who should attend? The course is suitable for new managers or those wishing to take a step back from their everyday activities to review the theory behind the common elements of management. Some of the greatest benefits of this course come from the sharing of problem situations and focus on their resolution.

Programme Information: 2 day duration; up to 12 delegates

Costs: £1150 plus tailoring plus out-of-pocket expenses

### **Competency Development Areas:**

- Influencing and Persuading
- Planning & Organisation
- Leadership & Team Building
- Delivering Results
- Change Management
- Decision Making
- Analysis & Problem Solving
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### **Programme Content:**

- Objectives and Success Factors
- Management Styles; Situational leadership; Task and process
- Motivation; Theories; Team motivation
- Effective Communication; Feedback; Questioning techniques
- Problem Solving; Decision Making
- Planning; Strategic planning; Prioritising
- Developing individuals; Empowerment; Delegation; Coaching
- Team Building; Team Roles; Leadership
- Action Planning