

Newly Appointed Manager

DURATION: A one day course

SUITABLE FOR: for those who have just been promoted or are about to be promoted to their first, or possibly their second, line management role.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Understand their rights and responsibilities in assertiveness
- Understand more clearly your role and responsibilities
- Cope better with the shift to a managerial position
- Appreciate the skills needed to motivate and get the best from the team
- Communicate more effectively with all members of the team
- Recognise that different people need different techniques
- Delegate effectively and provide accurate feedback.

PROGRAMME:

Introduction and workshop objectives

- Creating an action plan to take away at the end of the course

The role of a manager

- What is your role and what are your responsibilities?

Being a manager

- Managerial styles and behaviour

How to get the best from your team

- What makes a good team?
- Setting, communicating and achieving objectives

Motivation

- What is motivation?
- Key principles of motivation
- Checklist for motivating team members

Effective delegation

- Benefits of delegation
- Improve your delegation

Feedback

- What is feedback and why is it a valuable management tool?

Tips for newly appointed managers

Summary and close

- Reviewing the main learning points
- Finalising individual action plans