

DURATION: One day

SUITABLE FOR: Newly appointed, first line managers or managers at any level who have had little or no formal training or who want a refresher. Understand your responsibilities for performance and gain the principles and practice to establish and maintain a motivated team that gets results.

Objectives

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

- Clearly define your role and responsibilities as a good manager
- Assess what is already working well and how to build on that for greater success
- Clarify performance expectations with your team
- Attain results through agreeing and setting appropriate objectives
- Improve the way you communicate by gaining understanding through questioning and listening
- Appreciate the importance of delegation and delegate effectively while still feeling in control
- Get the best out of your team by giving motivational and developmental feedback
- Appreciate the power of motivation

Programme

Introduction & Workshop Objectives

- Establish what you want to achieve

Characteristics of an Effective Manager

- Your role and responsibilities – and what is already going well
- Identify and role model appropriate and desirable behaviours

How to Get the Best from Your Team

- Defining expectations
- Observing performance
- Reviewing and assessing output

Setting Objectives and Measuring Results

- The importance of objectives
- What are SMART objectives and how to agree and implement them

Communication - Questioning and Listening

- Asking and probing for the right information before you act
- Listening - the critical element of communication to make a big difference

Effective Delegation

- Why should you delegate and how to make it work
- Key principles and main steps to success

Delivering Effective Feedback

- Why is feedback a most valuable tool?
- How to give constructive both motivational and developmental feedback

Motivation

- Principles of motivation used for optimum performance from your team

The Way Forward

- Taking ideas back to the workplace and putting them into action

Follow on: Managing People Effectively, Level 2 recommended 2 to 3 months after Level 1.

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk