

# Essential Management Skills

2 Day Open Course

---

£649 + vat pp

## Recent Review

---

*I found the Essential Management Skills course invaluable – it felt like therapy for work! The two-day in-person course was dynamic and engaging from start to finish, and I left buzzing with practical tools and tactics that I've already started to put into practice. What really impressed me was how personal and tailored the overall experience felt. The three coaching calls – including a pre-course session – were a real highlight, giving space to reflect, build confidence, and hit the ground running from day one. Ross is a fantastic trainer: approachable, engaging, and insightful. His style and delivery brought the content to life and made the whole experience all the more impactful – **Jess K***



# Essential Management Skills

## 2 Day Open Course

---

### Course Objective

To introduce participants to the complex issues involved in management and leadership, building a foundation of skills necessary for successfully leading a team at any level.

**Key development areas include:** effective delegation, setting expectations, developing respect as the leader, motivation, understanding & developing individuals and teams, handling difficult conversations, giving and receiving feedback, performance management and coaching.

With the introduction of the PRISM@ profiling tool, participants learn about their behavioural preferences which in turn helps them understand and engage with their own team members, and thus motivate and communicate with them effectively.

Every participant leaves with a practical skills base and a specific action plan in relation to their own team. Each person receives two 1:1 coaching calls to help embed the learning.

**Optional:** As an addition; a qualification from the Institute of Leadership and Management (ILM) at the appropriate level can be taken.

### During the course participants will:

- Learn how to set and manage expectations
- Develop respect and integrity as the manager
- Set and achieve S.M.A.R.T goals
- understand the difference between Management & Leadership
- Use supportive & directive styles appropriately
- Understand own behaviours using PRISM profiling tool
- Give effective feedback
- Understand what motivates team members
- Develop Competence and Commitment in in team members
- Delegate effectively
- Communicate more effectively
- Learn basic coaching skills
- Explore effective time management
- Apply a flexible management style for different situations
- Implement actions from the course immediately

**Course Running times** = 9:30am to 17:00pm both days

**Dress code** = Smart Casual



# Day 1

---

## **The role & activities of a manager – Practical aspects**

By discussing the basic activities of management and leadership, the participants are able to gain a deeper understanding of the split between 'people' and 'task' responsibilities. The activities that will be discussed will highlight the structure they'll need to implement highly effective management technique and strategy. Here the participants are introduced to the principles of performance management and appraisal systems, exploring what a 'good' boss looks like in practice.

## **Integrity - Creating respect as the manager**

Here, the participants are invited to explore when and how they are, or are not, acting with integrity and authenticity. Inauthentic behaviours as a manager lead to avoidance of accountability from both the manager and team members. These underpinning principles will enable them to move forward in their development as a leader of high performance, it will stretch them to do the right thing in the face of challenging situations. The group will be provided with their first post course assignment.

## **Giving and receiving feedback - The E2C2 feedback tool**

Through trainer led discussion and real life examples the group will be shown a highly effective structure for giving feedback and dealing with difficult conversations. They will be able to recognise emotional reactions to feedback, learning how to deal with situations to ensure their desired outcome. On day two the group will further explore the E2C2 tool in context development, differentiating task feedback from behavioural feedback.

## **Understanding your behavioural preferences (using [PRISM® profiling tool](#))**

PRISM® is not a 'psychometric test'. It does not measure intelligence, skills or competencies. What it does do is combine the latest discoveries in neuroscience – how the human brain actually works – with well established theories on psychological type, temperament, traits etc., and generates comprehensive, yet easy to understand, 'Maps' which illustrate how a person is likely to behave in a variety of situations. It also helps that individual to understand how those behaviour preferences may be perceived by others, be they customers, colleagues, potential employers or line managers. This is of enormous benefit, bearing in mind that most of the stress and conflict in a person's life is related to how he or she interacts with others.

## **Through the use of PRISM®, managers are able to:**

- Understand their natural behaviour and how this impacts on their role as a manager
- Start to understand why individuals behave in the way that they do
- Develop more effective communication strategies designed for specific individuals
- Develop better working relationships, creating more harmonious working environments
- Deal with conflict more effectively
- Recognise how certain management techniques require them to develop new behaviours
- Build teams with balance

## **Day one review exercises and homework assignments - Close**

## Day 2

---

### **Review of day one learning**

Through group discussion participants are given the opportunity to share their personal challenges in relation to day one's learning. Pairs exercises and trainer lead exploration will support individuals in beginning to create a workable action plan that feeds in to their post course assignments.

### **Examination of people management styles**

Participants will learn about a range of people management styles. We will discuss the positive and negative characteristics of traditional management styles e.g. directive, collaborative, and supportive. Using their Prism reports the each person will establish a firm idea of their strengths and stylistic development areas.

### **Developing people & delegation**

This session guides the participants through a 'new employee's' development journey and helps them to identify at what stages the different people management styles will be most appropriate. It highlights the need for a flexible approach and recognises the pitfalls of inappropriate use of any one of the styles.

It becomes clear by the end of the session that by developing their people they will form the foundation competencies and confidence for effective delegation. The group will be provided with a post course assignment relating to staff development and delegation.

### **Techniques for Listening & Coaching**

Developing staff and maintaining high levels of performance is a crucial element of the manager's role. The aim of this session is to give the participants some practical tools and techniques for delivering non directive feedback and coaching in order to enhance the skills, attitude and results of their people.

### **Motivation – The theory and the practice**

Strategies for motivation are explore throughout the course, however, here we will expand upon the understanding of motivation, de-motivation and the impact it has on the results and culture of teams and businesses. The participants will gain a toolbox for dealing with demotivation and understanding deeper theoretical concepts.

### **Time Management**

The group are challenged with exploring a well known time management matrix and begin to identify their own task, and activities in the context of the model. this is cross referenced with John Adairs 'Action Centered Leadership' and we ask the each participant to analyse where thy spend most of their time - Tea? Task? or Individual?.

### **Creating a workable action plan - Close**

The group are given time to finalise their individual action plans, briefed on their post course assignments and 121 calls are scheduled.

---

## Additional Information

---

### Who is the course suitable for?

- New managers
- Existing managers with no formal training
- Managers requiring a refresher
- Supervisors
- Team leaders
- HR professionals
- Sales managers
- Project managers



**Course running times** - 9:30am to 17:00pm both days

**Dress code** - Smart Casual

**Investment** - £649 + vat pp

### Optional ILM Qualifications

Participant can choose to add an ILM qualification at level 3-5 depending on their previous experience, previous studies & role. The Essential Management Skills course is frequently paired with:

- ILM Level 3 Award, Certificate, or Diploma in Leadership & Management
- ILM Level 5 Award, Certificate, or diploma in Leadership & Management

**See more course reviews on next page...**

**Kerry H,**

*"For someone that has been in a managers role for less than a year and has been learning as they go, i found the course extremely beneficial and helped me with staff i manage and situation's i now know how to deal with or address, even looking at views I've not considered before."*

**Dewi R,**

*"Claire was an excellent and engaging trainer. Despite being in management and leadership for 10+ years, I found there to be something informative and new in every piece of content delivered. Highly recommend this course for all levels of managers."*

**Cathleen L,**

*"Fantastic course and Claire was amazing and played a key-part to why it was a fantastic course. Highly recommend it"*

**Paul S,**

*"Excellent course - I thoroughly recommend this course to anyone new to management. The content was thought-provoking and made relevant to the variety of work contexts that myself and the other participants were coming from. Claire is an engaging trainer and struck a good balance between covering the content as planned and leaving space for interesting conversations (sometimes at a tangent!) that cropped up over the two days. I am excited to try out the methods discussed and using the various learning points to develop as a manager."*

**William H,**

*"I Just Want To Say Thank You To Ross And Clair For All The Knowledge You Have Shown Us. Hope Maybe We Will See You Again Soon."*

**Marta G,**

*"It was a great experience overall. had to push myself to achieve what I have done."*

Read more reviews here at [Coursecheck.com](https://www.coursecheck.com)