



4D Group

## Supervisory Skills: Management Introduction

### Who Would Benefit?

This course will particularly benefit those who have recently been appointed to their first management or supervisory position.

### Objective

Business, individual and team success comes from good management. This course addresses the fundamental aspects of people management, giving delegates a sound basis and methods for applying proven management practice. By the end of the course, delegates will understand the ideas, techniques and concepts of personal management skills.

### Content

What makes a great manager?

Introducing leadership styles.

#### **Effective communication**

What, why, who, when and how.

Manage meetings and build rapport.

Visual, auditory, kinaesthetic and non-verbal communication.

Questioning and listening technique.

Assertive, aggressive and submissive behaviour.

#### **Building an Effective Team**

Team structures and types.

Strategies to strengthen teams.

#### **Motivation**

Motivational theories.

Basic and higher needs.

Relate goals / needs to motivators.

De-motivation.

Develop skills to motivate effectively.

#### **Delegation**

What do you delegate?

To whom should you delegate?

Delegating for best results.

#### **Time Management**

The most important resource.

Importance of personal goals.

Planning time and time stealers.

#### **Decision Making**

Decision making styles and process.

#### **Managing Disruptive Behaviour**

Behaviour vs. personality.

Why people behave the way they do.

Preventing and eliminating disruptive behaviour.

### Duration

One day