

LEADERSHIP AND MANAGEMENT COURSE OUTLINE: 3 DAYS

This course is for people managers at all levels

OBJECTIVES	
To provide business managers with the fundamental skills to lead and manage their teams and maximise success through their people	
CONTENT	
<p>DAY 1 AM: Creating strategy & identifying the vision</p> <ul style="list-style-type: none"> ▪ What is the difference between strategy and vision? ▪ Creating a strategy for your business ▪ Identifying the vision/goals for your business ▪ Adopting an appropriate management style to achieve your goals 	<p>DAY 1 PM: Leadership & Influence</p> <ul style="list-style-type: none"> ▪ What is good leadership? ▪ Understanding the pros & cons of different leadership models ▪ Situational leadership – knowing when to use which approach for maximum effect
<p>DAY 2 AM: Managing for Success</p> <ul style="list-style-type: none"> ▪ Organising yourself and others ▪ The benefit of effective control processes ▪ Achieving results through others & the role of effective delegation 	<p>DAY 2 PM: Managing Performance/Conduct</p> <ul style="list-style-type: none"> ▪ Formal & informal monitoring of performance ▪ Conduct or capability: understanding the difference ▪ Knowing what to measure & how ▪ Setting goals ▪ Effective appraisal techniques ▪ Counselling skills ▪ Recruitment interviewing skills
<p>DAY 3 AM: Effective Communication</p> <ul style="list-style-type: none"> ▪ Common communication barriers ▪ Making the business case for better communications ▪ Understanding the impact of our preferred style ▪ Modifying to bring out the best in others ▪ Handling challenging communication situations 	<p>DAY 3 PM: Putting it all into practice</p> <ul style="list-style-type: none"> ▪ The opportunity to practice the theory you have learned in a safe environment ▪ Summary and learnings ▪ Questions and feedback

TO BOOK A PLACE ON THIS COURSE OR FOR FURTHER INFORMATION, PLEASE CALL THE HJS PEOPLE TEAM ON 02380 234222.