



## Management Skills Motivational Skills & People Management

### Programme Aim



To provide participants with skills and techniques they have identified – including: decision making, delegation, coaching and building confidence.

### Course Content:



**ABC of Planning:** Provides a selection of simple planning tools and to clarify and separate the various processes involved in planning. To provide an immediate application of the tools to a real problem or issue.



**Moving Towards Decisions:** To give participants an opportunity to practise asking key questions and moving towards making valid decisions. To introduce the useful concept of the **vital few** and to provide practice in analytical and communication skills.



**Learning To Let Go:** To help participants think through their concerns about delegation and to provide them with a straightforward framework for planning the kind of delegation which will make their own job far easier and develop and enrich the work of their team members.



**Coaching:** To give participants a clear introduction to the principles and process of coaching, and an opportunity to plan out a coaching session with one of their own team members.



**Making Yourself Heard:** To introduce and practice some assertiveness techniques in order to make communication more effective.



**Communicating Effectively:** To raise participants awareness of listening skills and give practice in putting across key points in a memorable way.

### Course Duration:

This is designed as a one day course.

### Course Material:

A folder is provided as are all handouts and exercises.

Delegates are encouraged to complete pre course action plans and action plans throughout the session.