

Management Skills – Middle Managers

ClearCut
IT TRAINING

Duration: 2 days

Who should attend: Aspiring or experienced middle managers and team leaders, helping them to develop their skills and improve team performance.

Aims: To develop the core management skills, tools and techniques required to create a high performing team.

By the end of the course, delegates will:

- Understand team dynamics and how to support team progression
- Build trust and rapport through effective communication
- Strengthen management skills to achieve results
- Know how to motivate and empower staff
- Improve efficiency through effective delegation
- Explore practical techniques and tools to deal effectively with problem situations
- Create a strategy for success to build a high performing team

Topics

Management & Leadership

- Management Styles
- Team Development
- The High Performing Team

Effective Communication

- Communication Styles
- Questioning Techniques
- Listening Skills

Getting the most from people

- Motivating individuals and teams
- Setting SMART performance objectives

Manager as Coach

- An introduction to coaching techniques

Performance Management

- Establishing standards
- Communicating expectations
- Effective delegation

Feedback & Difficult Conversations

- Giving structured constructive feedback
- Managing poor performance
- Managing difficult behaviour

Strategy for Team Success

- Action Plan