



**Please note that this outline is only intended as a guide and that any event can be customised to suit you.**

*Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.*

**solutions@ttsweb.co.uk**  
**http://www.ttsweb.co.uk**  
**tel : (0117) 9022845**

VAT reg No : 691 6021 39

Total Training Solutions  
South West Ltd is Registered in  
England, No. 5190199

## **Introduction to Management**

**(2 days)**

*“Leadership may be seen as glamorous and management rather plain, but there’s nothing remotely dull about being the key player in getting a business to prosper and individuals to achieve.”*

### **Benefits**

Management is a profession in its own right, yet we often expect those promoted for their expertise to manage effectively with almost no training. This can lead to a lack of confidence and indecision that may damage all areas of the business.

### **Aim**

To be responsive to the needs of new managers and introduce them to the skills, knowledge and attitudes necessary for a rewarding and influential management role.

### **Objectives**

By the end of the training you will be able to...

- Understand the power of effective management
- Be able to better manage yourself
- Demonstrate effective communication and feedback skills
- Identify the key areas of staff motivation (including delegation)

### **Content**

- The role & purpose of management within the organisation
- The importance of self-management & personal organisation
- Looking after the task, (by looking after the individuals and teams you manage first!)
- Methods of communication, motivation and creativity
- Creating and leading quality teams
- Techniques for dealing with difficult people
- Overview of some ‘buzzword’ methodologies, (e.g. Lean Production, Best Practice, Benchmarking, Six Sigma etc)
- Staff development and performance management
- Change management issues (and what will you change?)

NB : this event can also be run over a longer period to allow coverage of more subjects or further skills practice.