



www.ttsweb.co.uk
0117 9022 845

Online Learning

Bridging the Gap



Flexible



Focused



Friendly

“Bridge the Gap and become a manager.”

'Bridging the Gap'

Aim

The management role today is one which demands a wide range of abilities, attitudes and knowledge in order to thrive. This Online Learning programme covers the essential management skills that will help you 'Bridge the Gap' and become a successful manager.

Target Audience

- Those who are new to the management role.
- Those who aspire to be managers or supervisors.
- Those who would like to know more about the management role.



Structure

This Programme comprises of five Courses (each split into two Lessons for convenience)...

- Understanding Management
- Teams and How they Work
- The Power of Good Communication
- Being Organised
- Being Resilient

It is recommended to start with the 'Understanding Management' Lessons. After that Lessons can be taken in any order.

Duration

You should allow up to 1.5 hours to complete each Course (two Lessons).

Approach

'Bridging the Gap' follows the trials and tribulations of a typical retail business as it navigates the tricky waters of commerce, whilst trying to keep profitable. It adopts a narrative approach where the learner is taken on a journey of discovery that reveals what's involved in the management role today.

Lessons are interspersed with review points and each course has an optional quiz where learners can check their understanding.

'Bridging the Gap' – Content

Understanding Management



What is a manager?
What good management looks like.
Attitudes that may prevent effective management.
Management versus leadership.

Teams and How they Work

What's so good about a team?
What is a team?
Making a team.
Maintaining a team.
'Rogue' teams.



The Power of Good Communication



The value of good communication.
What makes communication 'good'.
Management and good communication.
One-to-one communication.
'Conversation' across the business.

Being Organised

Time as a resource.
Attitudes to time.
Personal time management.
How managers manage.
Beyond time management.



Being Resilient



What is resilience?
Our behaviour at work.
Assertive behaviour.
Becoming more resilient.
Pressure and stress.

How do I find out more?



We offer flexible pricing and the option to design bespoke materials that are specific to you.

If you would like to know more, please contact TTS by phone on 0117 9022 845 or by email at solutions@ttsweb.co.uk