

# Management Skills

---

## Outcome

Delegates should be able to:

- Clarify the role of the supervisor / line manager
- Understand the requirements and expectations of the supervisor's role
- Develop methods of achieving key results
- Monitor and evaluate the effectiveness of their staff
- Apply a range of communication, influencing and management skills

## Course content

The aim of the course is to show delegates how to improve their supervisory skills.

It will enable the participants to motivate and delegate whilst developing a more effective style of leadership.

## **Key Topics include:**

- Identifying good/poor supervisory and leadership styles.
- Vital elements in communication.
- Conflict avoidance
- Skills inventory – personal strengths and weaknesses.
- Influencing and motivating.
- Do you ask or do you tell?
- Dealing with delegation and difficult situations