



## Management Development Program



### Overview

This modular program focuses on equipping delegates with a range of techniques and strategies, crucial to any management role. It is highly participative; combining theory based learning with supportive practical exercises.

It will provide managers with the skills necessary to enhance working relationships, deal confidently with difficult people and situations, learn assertive techniques to aimed at improving personal effectiveness, and deal with pressure, conflict and stress within the workplace

### Target Group

This program is aimed at those who are either new to a managerial role, who current managers who wish to refresh their skills.

### Objectives

By the end of this module, delegates will be able to;

- ✗ Identify their role within the organisation
- ✗ Understand the impact of poor working relationships
- ✗ Understand different behavioural types
- ✗ Deal with difficult people and situations with increased confidence
- ✗ Use a variety of assertive techniques
- ✗ Understand the causes of pressure
- ✗ Look at their own behaviour in relation to pressure/ stress management
- ✗ Recognise the benefits from effective time and self management
- ✗ Prioritise and plan work load
- ✗ Identify and demonstrate a range of effective managerial skills and strategies

### Course Content

This program consists of four modules. Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ **Effective working relationships**
  - Roles of a Manager
  - The importance of building good working relationships
  - Key skills for building good relationships
- ✗ **Assertiveness**
  - What Is Assertive Behaviour?
  - Barriers to Assertiveness
  - Improving own behaviours
- ✗ **Dealing with difficult people**
  - Behaviour
  - Principles of Communication
  - Assertive Communication
  - Conflict
  - Handling Difficult People
- ✗ **Managing pressure**
  - Causes of stress & pressure
  - Pressure Management tactics
  - Setting Priorities
  - Planning
  - Delegation

### Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete and review a personal action plan after each module to identify key changes to implement and skills to practice.