



# INTRODUCTION TO MANAGEMENT PROGRAMME

# **PROGRAMME OUTLINE**

#### Module 1: The Role of the Manager

## **SESSION 1:** Tuesday Oct 4th, 9.30am – 1pm

- What is involved in managing people?
- How does management differ to leadership?
- What are the core responsibilities of a manager?
- Looking at different management styles
- Determining the applicability of each style: context and impact of each
- Identifying action to build required management styles

#### **Module 2: Effective Communication**

#### SESSION 1: Tuesday, Oct 11th, 9.30am - 1pm

- Communicating in a changed world: challenges and responsibilities
- Active listening and getting your message across
- Using communication to enhance relationships with others
- Determining why miscommunication happens
- Addressing poor performance and focusing on positive outcomes

## **Module 3: Managing Performance**

## SESSION 1: Tuesday, Oct 25th, 9.30am - 1pm

- Defining performance management
- Recognising the value of performance manage
- Managing daily conversations
- Providing constructive feedback
- Managing difficult conversations: poor performance
- Managing the review meeting

#### **Module 4: Developing a High Performing Team**

## SESSION 1: Tuesday Nov 8th, 9.30am - 1pm

- Value of teamwork
- Traits of effective teams
- · Developing teamwork with remote teams
- Motivating team members
- Moving beyond team dysfunction

## **Module 5: Getting it Done!**

## **SESSION 1:** Wednesday Nov 23rd, 9.30am – 1pm

- Prioritising tasks, juggling conflicting priorities
- Eliminating the urgency addiction
- Delegating effectively
- Using the GROW model to delegate





# **MENTORING SUPPORT**

To support the application of learning and to assist you in overcoming challenges you may experience, mentoring support will be arranged. Each session will be an hour long. You will be provided with a link to join your scheduled session which will be on one of the following days:

1. Monday, October 24<sup>th</sup> 9.30am - 10.30am

2. Wednesday, November 2<sup>nd</sup> 9.30am - 10.30am

3. Thursday, November 17<sup>th</sup> 9.30am - 10.30am