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 24th   9.30am - 10.30am
2. Wednesday, November 2nd   9.30am - 10.30am
3. Thursday, November 17th   9.30am - 10.30am