

MANAGEMENT SKILLS TRAINING – *Choose the modules that meet your needs*

Topic	Key Points	Length (hrs)
The role of manager	<ul style="list-style-type: none"> ➤ Challenges ➤ Management skill set (nine key skills in three categories) ➤ Granted & earned authority ➤ Supervising former peers 	Four
Performance management	<ul style="list-style-type: none"> ➤ Setting goals ➤ Creating a performance environment ➤ Addressing issues ➤ Appraising performance 	Six
Effective communication	<ul style="list-style-type: none"> ➤ Communication barriers ➤ Breaking down the barriers <ul style="list-style-type: none"> a. Active listening b. Clarity of expression c. Rephrasing negatives ➤ Communicating vision and goals 	Four
Coaching	<ul style="list-style-type: none"> ➤ Manager as coach ➤ Identify the competencies and characteristics of successful coaches. ➤ Discuss coaching in a variety of situations. ➤ Recognize how to use competencies to get the most out of coaching. 	Four (two hours if combined with Performance Management)
Team development	<ul style="list-style-type: none"> ➤ The Tuckman Model (Forming, Storming, Norming, Performing) ➤ How to develop teams ➤ Team development tools 	Four
Managing differences and conflict	<ul style="list-style-type: none"> ➤ Using DISC to assess the team ➤ Appreciating differences ➤ Conflict resolution tools 	Four
Delegation	<ul style="list-style-type: none"> ➤ What is delegation & what are the benefits? ➤ How to delegate & the pitfalls to avoid 	Two
Motivation and influence	<ul style="list-style-type: none"> ➤ Key motivators ➤ Influence style ➤ Spontaneous & planned approaches 	Two
Change management	<ul style="list-style-type: none"> ➤ Change vs. Transition ➤ The three phases of transition ➤ Strategies for managing the people side of change 	Four
Creating partnerships	<ul style="list-style-type: none"> ➤ The need for departmental collaboration ➤ Assessing potential partnerships ➤ The four steps to collaboration for results 	Four
Strategic Planning	<ul style="list-style-type: none"> ➤ Situational analysis (Vision, Mission, Values, SWOT) ➤ Strategy formulation ➤ Implementation and monitoring 	Six