

## First Time Manager Development

“The growth and development of people is the highest calling of leadership” Harvey S Firestone

### Purpose

This course provides an introduction to a range of management skills and activities that will allow the ‘novice’ manager to become more confident managing in today’s organisations.

### Target Audience

People who are new to the management role or who have received no formal management development.

### Learning Outcomes

By the end of the course delegates will be able to:

- Understand management within the wider organisation and business context
- Identify, analyse and build a profile of the successful manager
- Manage resources through effective and motivational performance activities
- Apply coaching techniques for high performance
- Use effective communication techniques to deal with difficult situations
- Identify own development goals to build on capabilities

### Key Topics

- Organisational and Commercial Context
- Competency profile and leadership styles
- Performance Management
- Essential Communication Skills
- Coaching techniques
- Situational Leadership

### Course Duration

5 days.