

# Course overview: Essential Management Skills

(C387eng)



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## Overview and objectives

This 2-day course aims to discuss, understand and practice some of the essential management skills needed to operate in today's working environment. This course contains several consolidation exercises.

## Who should attend?

Newly appointed managers and supervisors who have to manage staff in the changing working environment of openness and empowerment.

### Introduction to Management

- What is management? • What is effective management?

### Leadership and/or Management

- What is leadership? • Basis of good leadership • Leadership versus management

### Creating Trust and Openness

- Values of trust and openness • Johari Window • Self disclosure

### Setting Objectives and Achievable Outcomes

- SMART objectives • Setting SMART objectives • Establishing evidence procedures

### Communication Skills

- Active Listening • Questioning Techniques • Significance of non-verbal communications • Observation techniques • Motivation • Approaches to motivation • Motivational tools

### Feedback Skills

- Giving and receiving feedback • Feedback rules

### Coaching and counseling skills

- Difference between coaching and counselling • Importance of coaching • Coaching ideas

### Dealing with poor performers

- Collecting evidence • Classifying evidence • Setting out the interview • Creating an improvement plan

### Action Planning

- Individual action planning

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