

Scenario-based training that develops core managerial skills

"I enjoyed the 'Management Challenges' course. You have a unique approach which was very refreshing. Your style was unusual in as much as you were working with us, rather than talking at us – which made it easier to partake and to ask questions. All in all, it made for a relaxed and enjoyable day"

Attendee, Ian Mortimer

Management Challenges



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Conflict in the team, dealing with poor performance, an increasingly demanding personal workload: just three sets of circumstances that can make management taxing

The way a Manager addresses these challenges affects their credibility with their team, peers and seniors as well as overall effectiveness in the role

Addressed effectively, there can be significant benefits, both for the Manager and their organisation. But if the challenges are mishandled, fudged or avoided then the consequences can include underperforming, unproductive and poorly motivated teams; high turnover (with star performers leaving whilst the less able survive), absenteeism and stress

This innovative workshop – skilfully facilitated by a training and development professional with 25 years in business and extensive senior management experience - works through practical scenarios and will equip attendees with the skill and confidence to meet up to their real life management challenges

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Management Challenges

Delegate Gains

- › More confident and better able to recognise and deal with a variety of management challenges, using proven tools and techniques
- › Learning from the experience and support of others
- › Understanding of how to adapt management approach and style
- › Better knowledge of Employment Law
- › Increased job satisfaction and motivation



Business Gains

- › Happier, productive, motivated teams
- › Reduced staff turnover and absenteeism
- › More effective managers
- › Supportive, engaged working environment
- › Increased profits

Scenarios

(adapted as required)

- › Resolving conflict
- › Dealing with poor performance and inappropriate conduct
- › Making your mark on a new team, which may include personal friends and ex-peers
- › Coping with high workloads
- › Harnessing potential high performers
- › Managing redundancies in the team
- › Managing the Manager
- › Getting the best out of veteran staff
- › Running effective meetings

Topic areas covered

- › Mobilising Teams
- › Dealing with conflict
- › Delegation
- › Performance Management
- › Coaching, mentoring and counselling
- › Managing your Manager
- › Managing Expectations
- › Goal setting
- › Employment Law
- › Effective Meetings
- › Time Management

Format

- › Scenario based - highly practical and interactive
- › Group and individual exercises
- › Tutor-led ideas and suggestions
- › Action plan creation
- › Follow up (through email helpline)

“Your content was excellent, your delivery and the management of people, the class and your powers of observation and feedback giving were faultless. I learned a lot and I shall recommend you enthusiastically” - Attendee, Nat Bocking