

# STEP UP - THE FIRST TIME MANAGER



## Module One - Role Assessment & Personal Development Planning

- ▶ Roles & Responsibilities
- ▶ The Framework of Management
- ▶ Personal Development Needs & Planning
- ▶ Self Awareness
- ▶ The Johari Window

## Module Two - Effective Communication

- ▶ Barriers to Effective Communication
- ▶ Overcoming Communication Barriers
- ▶ Questioning & Listening Techniques
- ▶ The Information Funnel

## Module Three - Communication Styles

- ▶ 4 Colour Communication Styles
- ▶ Using Listening & Questioning Skills to Problem Solve
- ▶ Establishing Rapport

## Module Four - Assertive Communication

- ▶ Passive vs Assertive vs Aggressive
- ▶ Using the DESC Script
- ▶ Positive & Negative Feedback
- ▶ Expressing Doubts & Disagreement Positively

## Module Five - Managing Yourself

- ▶ The Management Wheel
- ▶ Communicating, Planning, Organising, Directing, Controlling, Reviewing
- ▶ Planning Tools & Techniques
- ▶ Analysing your Time & Implementing Changes
- ▶ Dealing with Time Stealers & Interruptions

## Module Six - Delegation

- ▶ Why Delegate?
- ▶ The Art of Delegation
- ▶ 5 Step Process to Delegation

## Module Seven - Team Building

- ▶ Understanding Team Dynamics
- ▶ Balancing Skill Sets
- ▶ Allocating Roles with Teams
- ▶ Key Factors in High Performing Teams
- ▶ 9 Rules for Building Effective Teams
- ▶ Empowering the Team

## Module Eight - Managing Your Team

- ▶ Using the Appropriate Management Style
- ▶ Influencing Styles
- ▶ Managing Performance
- ▶ Setting Expectations
- ▶ Defining Roles & Responsibilities
- ▶ Setting SMART objectives
- ▶ Motivating Individuals & the Team

**Duration: 2 Days**

**Price Per Delegate: £595**  
(Public Scheduled Course)

**Price Per Course: £2,495**  
(On-Site at Customer Premises)

### Suitable For:

Anyone new to a management or supervisory role or who is already in such a role and has not yet received any formal training.

### Learning Outcomes:

The course investigates the role and responsibilities of a manager in today's business environment and explores the skills needed to communicate effectively, focusing on time management, delegation and influencing strategies and the implementation of activities and the behaviours that create and develop effective teams.