

Content

The role of the manager

- personal drivers; why do you want to be a manager?
 - the transition from team member to team leader
- profile of a successful manager
- problem solver and decision maker

Organising yourself

- setting clear goals and performance measures
- time stealers; myth and reality
 - determining your priorities; urgent and important
 - developing strategies and plans to achieve your goals

Leading the team

- understanding yourself and your personal preferences
- the impact of your personal style on others
 - assessing what motivates the members of your team
- creating a motivational workplace
 - delegating tasks with trust

Managing performance

- why do it and how is it done?
 - coaching for results
 - giving and receiving performance feedback
 - performance appraisals
 - development planning.

The New Manager

Leadership and Management

You are a new manager making the transition from managing yourself to managing others. You may not be sure what is expected of you in your new role or what skills and behaviours will lead to success. Alternatively, you may be an existing manager who has had little or no management training.

The transition from team member to team leader is about getting things done and achieving results through others, rather than doing everything yourself. You may find that the skills you have developed so far are very different from those required to lead, coach and motivate others.

This programme will give you a solid base of practical knowledge and skills so that you can return to work confident you can make a valuable contribution in a management role.

Benefits

By the end of the programme you will be able to:

- understand your role and responsibilities as a manager
- plan, organise and prioritise your work
- develop an authentic leadership style that works for you
- provide clarity and direction for members of your team
- communicate with and motivate your team
- get the best from people by actively managing their performance
- identify opportunities to give feedback and coach to improve the performance of your team
- delegate tasks in the right way
- manage your team more effectively.

Approach

The programme is practical, participative and fun. Case studies and exercises are used to explore different situations and new behaviours and skills. Participants also draw on their experiences and are encouraged to reflect, discuss and learn from examples of good and poor management practice. There is a pre-course diagnostic to help participants prepare and we use a range of self-analysis questionnaires and profiling tools during the programme.

Who should attend?

Anyone who is new to management, or is an aspiring manager or an existing manager who has never received formal training.

Programme information

Duration: Three days

Price: £1,100 (excluding VAT)

Dates and locations:

22nd - 24th April 2008 • Surrey

8th - 10th July 2008 • London

2nd - 4th December 2008 • Midlands

For further details please call John Baldwin on 01306 621600.

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"My experience of Morgan Clarke is that they deliver training programmes that reflect our learning needs by modifying the approach, models and content to suit. I feel very comfortable recommending them."

Jacki Kittel,
Northern Trust