

PHASE I - INTRODUCTION TO TEAM MANAGEMENT SKILLS

Day 1 - The Role Of The Manager In Today's Environment

- ◆ Expectations and scope of the manager today
- ◆ Problem solving as a manager
- ◆ Decision making for managers
- ◆ Delegation and development tools for team managers
- ◆ Interviewing employees on all aspects of work
- ◆ Giving clear direction and orientation to employees
- ◆ Supervision styles of today - how to choose the appropriate management style to suit the situation and person

Day 2 - Performance Supervision – Self & Others

- ◆ Setting goals & objectives - for self & others
- ◆ Delegating tasks, roles, responsibility - clear instructions
- ◆ Scheduling and allocating work to the right people in the right way at the right time
- ◆ Measuring the performance of others
- ◆ Motivating others in today's environment
- ◆ Correcting unacceptable performance
- ◆ Appraisal and assessment for the effective manager

The creation of a personal action plan to implement the tools, systems and methods learnt is essential to the success of this seminar.

