

How to be a Great Manager (Part 1) Course Outline

Duration: 3 Hours

Course Description: This course is ideal for supervisors, team leaders and first-time managers.

What will it cover?

- The role of the manager
 - Becoming a first-time manager
 - Developing successful management behaviours
 - Role modelling and leading by example
- Setting and maintaining standards
 - Communicating standards and expectations
 - The importance of consistency
 - Giving and receiving feedback
- Great communication
 - Face to face communication with your team
 - The importance of good listening
 - Telephone and written communication
- Motivating your team
 - How to understand team members
 - Types of motivation & reward
 - Recognising differences and managing in a fair fashion