

The Confident Manager

A workshop for delegates who want to develop or brush up their managerial skills. Managers frequently have to develop these abilities 'on the job' with no specific training to help them. This means that they are often less effective and confident than they could be. The day enables participants to better appreciate the manager's role, and to learn how to balance effective delegation, authority and supervision with the essential ability to remain approachable and human.

content

- Defining the manager's role
- Deciding on desired outcomes
- Supervising and empowering staff
- Successful delegation and follow up
- Effective two way communication
- The essential 'soft' skills
- Monitoring, evaluating and reviewing progress
- Building staff confidence in you
- Maintaining order, structure and a clear head, defining boundaries

objectives

- Gain a clearer understanding of managers' roles within organisations
- Develop better management skills and communication style
- Maintain respect through balanced authority
- Understand how to define limits and individual responsibilities
- Give effective and empowering appraisals
- Be better able to maintain effective discipline
- Combine dignity, authority and respect for staff