Transitioning into Management

Duration

0.5 days

Suitable For

For anyone planning to move into a management role and for those about to start their first managerial job.

Objectives

By the end of the course delegates will:

- Have an understanding of the difference between being an employee and a manager.

- Understand the basic tools and techniques available to enable an individual to become an effective manager.

- Be able to explain the principles of, and the barriers to, effective delegation.

- Be able to identify the principles for managing difficult people and handling conflict.

Course content

- The actions that enable a manager to make the role their own.

- Principles for effectively setting expectations with respect to capability, control, and standards of performance and behaviour.

- Explain the importance of consistent management and in what circumstances flexibility is appropriate.

- Delegation style.

- The difference between assertive, aggressive and passive behaviour.