

Management Skills

3-Day Course



Management Skills (3-Day Course)

This course consists of the following subjects:

Service and Product Operations Improvement

- Dealing with factors causing disruption to operations
- Maintaining resources
- Communicating with customers
- Giving and receiving feedback
- Progress reporting

Managing and Monitoring Change

- Analysis of feedback
- Making recommendations
- Implementing, monitoring and evaluating change
- Making modifications
- Time management and delegation

Finance and Expenditure

- Analysing and recording information
- Productivity vs Profitability
- Reports
- Budgets
- Recommendations

Recruitment, Redundancy and Disciplinary Procedures

- Legislation and its implementation
- Assessing job applications
- Interviewing
- Handling redundancy
- Grievance and disciplinary procedures

Developing Teams and Relationships

- Self development
- Assessing competence
- Analysing learning and development needs
- Implementing appropriate development
- Reviewing progress
- Conflict management
- Counselling staff

Presentations

- Presentation skills
- Using Microsoft PowerPoint