

Senior Management Skills Development

Overview

Take your managerial skills to a higher level. Learn the art of upwardly influencing and making recommendations to impact the organization. You will learn advanced management processes to get the best out of your team. Through role plays, discussions and presentations, you will practice a range of management techniques.

Course Objectives

By the end of the course, participants will be able to:

Set objectives and targets to achieve the vision, mission and goals of an organisation

Apply the skills of leadership to enhance the management role

Motivate people and build successful teams

Communicate effectively verbally in all situations with all people

Increase confidence and influence people positively

Use NLP™ and Emotional Intelligence to further their self-development

Implement motivational strategies to improve attitudes to work and performance.

Place the importance of rational and emotive aspects in work performances and duties.

Perfect the art of presentation and articulate meeting handling.

Target Competencies

Setting Objectives and Targets

Where are you now and where do you want to be by when?

Plan and actions required to achieve these objectives

Improve organisational team and individual performance with quantifiable targets

Monitoring measuring and feeding-back results

Leadership

Vision roles and responsibilities of an inspirational leader

Qualities skills and commitment required

Adapting leadership styles to different situations

Overcoming the challenges of leadership

Motivation

Factors which motivate you and others

Achieving organisational goals with a motivated workforce

Increasing motivation to improve individual performance

Management skills required to motivate individuals and teams

Team Building

Characteristics of an effective team

Roles and responsibilities of individuals in the team

Building a strong team which delivers results

Delegating appraising evaluating coaching and mentoring skills for team building

Verbal Communication Skills

Structure simple messages using appropriate language and delivery

Listen attentively to ensure mutual understanding

Generate productive and open discussions to solve problems

Overcome the barriers to effective verbal communication

Influencing Skills

Analysis of factors which influence people

How to influence people without power and authority over them

Chairing and participating in meetings which produce results

Finding common ground and reaching agreement

Assertiveness

Characteristics and skills of assertiveness

Handling difficult people with confidence

Giving feedback and receiving criticism constructively

Responding appropriately to aggressive assertive and passive people

Introduction to Neuro-Linguistic Programming

What is Neuro-Linguistic Programming™ (NLP™)?

How does NLP™ work?

NLP™ for self-management and self-development

Application of NLP™ to enhance performance of organisation teams and individuals

Emotional Intelligence and Body Language

Key principles qualities and skills of Emotional Intelligence

Application of EI to develop teams individuals and respond to situations

Sending the right messages through your non-verbal communication

Interpreting the signals and gestures of body language of others