

# Certified Courses



# Certificate in Management

## INTRODUCTION

- Making a transition into management is an exciting opportunity for employees who have been supervisors or operatives. At the same time it comes with its challenges – making decisions without getting immediate reassurance, managing people who were previously your colleagues, self-motivating and looking for opportunities to improve systems, processes and products without waiting to be asked to do so.
- Through this Certification training programme in Management, you will learn how to manage yourself - your motivation, your time, your energy and activities - and how to get the best from a team of people who work for you.

## OBJECTIVES

By the end of this Certification training course, you will have learned to:

- Enhance your skills of self-management
- Build confidence, enthusiasm, persistence, resilience and courage
- Create goals that drive enthusiasm and commitment
- Communicate with greater clarity and persuasion
- Manage conflict and difficult performance situations
- Think more clearly and make faster decisions
- Unlock your potential to inspire people to fulfill their potential

## TRAINING METHODOLOGY

- Participants in this Certificate in Management training course will receive thorough training on the subjects covered by the outline with the tutor using a variety of proven adult learning teaching and facilitation techniques. Course methodology includes highly interactive delivery, relevant and targeted video presentations, case studies, team exercises and participative discussions.

## ORGANISATIONAL IMPACT

- Your organisation will benefit from managers who return with knowledge of how to get the best from themselves and inspire others to engage more fully to improve their performance. In summary, your organisation will benefit from:
- More effective managers who are in control of their behaviour and work contribution
- Resulting employee focus on self-motivation and goal achievement
- Improved managerial communications
- Reduced HR issues
- Higher levels of commitment and productivity

## PERSONAL IMPACT

- This Certificate in Management training course will give participants the confidence, drive and skills to challenge themselves towards higher managerial performance. Specifically, they will develop:
- An improved understanding of their management style and motivational drivers
- Effective ways to manage the transition from supervisor or operative
- Appropriate strategies for day-to-day managing and delegating
- Deep listening and questioning skills for improved trust, respect and communication
- Ways to use communication, influence and persuasion to get things done
- Ways to manage performance and turn people around
- How to motivate and support others in the achievement of targets
- How to empower themselves and their people
- Clearer thinking and faster decision-making

## WHO SHOULD ATTEND?

- This Certification training course is valuable for all people who need to manage people and performance - experienced, new, or prospective.

**It is suitable for a wide range of professionals but will greatly benefit:**

- Supervisors who are planning to become managers
- Newly Appointed Managers
- Team Leaders
- Team Managers aspiring to become leaders

## Course Outline

### The Managerial Leader

- Management and Leadership: Defining The Two
- Overcoming the Common Mistakes In Management
- Developing Your Management Style / Brand
- Making the Successful Transition To Manager

## Managing Communication

- Defining Communication
- Barriers to Effective Communication
- Communicating with Different Personalities
- Improving Your Listening and Questioning Skills
- Delivering Clear, Concise, Persuasive Messages
- Trust and Influence Through the Art of Communication

## Managing Performance: Getting Results

- Characteristics of Performance Management
- Overcoming Performance Management Barriers
- Setting outcomes-focused Objectives for Your Team
- Holding Difficult Conversations: Gaining Positive Outcome
- The Art of Effective Delegation and Role Allocation
- Running Meetings That Motivate and Get Results

## Managing Performance: Problems and People

- Group Problem Solving and Decision-making Techniques
- How To Manage Different Personality Types
- How To Manage Conflict & Stress: Personal And Team
- The Power Of Coaching To Increase Performance
- Using Feedback To Shape Peoples' Behaviour
- Conducting a powerful Employee Appraisal

## Managing Performance – Motivating People

- What Motivates You And Others
  - Motivation In 21st Century Organisations
  - The Power Of Praise, Self-Belief And Performance
  - Creating A Motivating Work Environment
  - Building Team Spirit
  - Next Steps
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