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The Manager

In a successful and established organisation, it is easy to forget that one of the reasons for success is due to the way in which staff are managed.

Skill in management can easily be confused with knowledge and proficiency in certain disciplines. They may well have the technical skill but, to be an effective manager, they must possess 'HUMAN SKILLS' in management and leadership.

Effective, qualitative and decisive management is vital to today's business. People brought together to do something must have someone to give them a lead and provide them with a purpose and direction.

Course Objectives

By the end of the course the delegates will be able to,

- Understand the Manager's role
- Recruit more confidently
- Motivate people
- Delegate effectively
- Understand good leadership

Course Content

- Communication skills
- The role of the manager/supervisor
- Knowing your team
- Effective motivation
- Learning to delegate
- Keeping control
- Leadership qualities
- Recruitment and selection of staff
- Conducting appraisals
- Time management

This is a highly participative course that includes several exercises and Self-Assessment.

NB; The course can be modified to suit your needs so please do not hesitate to discuss amendments