

## Essential Leadership and Management Skills

### Duration:

One day

### Objective

When professionals are given new leadership responsibility, their success depends on how quickly they adapt people-management skills to complement their expert knowledge. These essential skills for new leaders and managers do not come naturally and this course demonstrates what is required and how it can be learnt. Delegates will develop the confidence to put their newfound skills and management techniques into practice and begin the process of effective, professional team leadership.

### Contents

State the principles and main roles of management  
Recognise the effectiveness of different motivational tactics  
Discuss effective staff incentive programmes  
Plan a systematic approach to staff development  
McGregor's Theory X & Y  
Transactional Analysis - PAC Theory  
Practice the skills of assertiveness and active listening  
Identify and use the different component parts of the coaching cycle  
Consider delegation as a staff motivational tool  
Dealing with difficult issues and difficult members of staff  
An introduction to Assertiveness  
Your Bill of Rights  
Situational Leadership  
Use a simple problem solving structure

### Who should attend

This course is intended for:  
Leaders and first line managers who want to refresh their existing knowledge  
Team leaders or managers who are new to their roles  
Those with some experience but have received little or no formal training  
People who are working towards a leadership role  
Those willing to embrace new ideas and adapt or enhance their leadership style and management skills

### Course benefits

By the end of this course, delegates will be able to:  
Define and appreciate the differences between leadership and management skills and understand the need for both  
Apply a range of leadership theory, appropriate to the individuals in their teams, and the situations they face  
Communicate more effectively using Transactional Analysis techniques %u2013 Parent, Adult, Child behavioural modes Theory  
Recognise that people are motivated by different things and can adapt to the motivational needs of others  
Apply some simple planning and organising techniques to maximise own productivity  
Appreciate how to delegate effectively  
Understand the varying development needs of individuals and the team

### Additional information

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The programme deals with people management issues with clear guidelines every step of the way. Tutorial sessions, case studies, and practical exercises make this an action packed day.

**Certificates**

All delegates who successfully complete this course will receive a certificate of attendance.

**Trainers background**

The trainers for this course have extensive experience in design and delivery of Leadership and Management development training programmes. They have been successfully delivering training to both public and private sector organisations for several years. They have all previously held a number of senior management positions in a wide range of industries.