

**Duration**    **2 days**

**Overview**

This course will examine a variety of typical management approaches and their likely consequences and look in detail at each course member's preferred personal style.

Through discussions, role play and small-group coaching, the individual explores their own perceptions of people management and is given the opportunity to practice new techniques.

By the end of the program each course member will have drawn up a detailed action plan of how they intend to implement these new techniques.

A follow-up session to review progress in implementing these action plans is recommended at an interval of about 3 months after the initial programme.

**Recommended for**

First Line managers who organise the day-to-day work of around 2 - 10 colleagues.

**Linked Programmes**

- Essential Communication Skills
- Effective Communication on the 'Phone

**Objectives**

At the end of the training the delegate will be able to successfully:

- Identify the patterns of their own personal management experience
- List the strengths and pitfalls of being both manager and expert
- State three advantages of the coaching process
- Practice coaching techniques based on case studies and role plays using the documentation and support provided.