

## Essential Leadership & Management Skills

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Whether you are already leading and managing a team or just about to lead one for the first time, this course is full of practical solutions to help you succeed.

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### What Is The Course About?

This course will help you become more confident in your own knowledge and ability to lead and manage a team.

By the end of this course, you will:

- know how to manage and lead a team
  - understand your teams and therefore inspire them to greater levels of performance
  - recognise the long term and short term effects on motivation
  - understand the differences between people and the importance of being flexible in your leadership style
  - know how to deal with under-performance
  - be able to provide motivating constructive feedback
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### The Trainer

Sarah Swindley

Sarah is a Fellow of the Chartered Institute of Personnel and Development which means that she has more than 10 years of experience of working in and with senior management. As well as spending more than 6 years working in the pharmaceutical industry, Sarah has worked in IT, Finance and local government so her training benefits from being insightful to our industry whilst utilising examples of best practice from many other fields.

Sarah has been described by the General Manager of her previous company as the best HR and training professional he has ever worked with. Essentially this is because of her ability to help give people clarity in difficult situations, and demonstrate in a practical sense what they can do to master the issues that they face.

#### **Course Fee: £899 +vat**

If you book on the course more than 9 weeks in advance, a 10% discount will be applied.

Location: The Regency Hotel, 100 Queens Gate, South Kensington, London, SW7 5AG

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[www.rostrumtrainingsolutions.com](http://www.rostrumtrainingsolutions.com)

# Programme

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### Introduction & Objectives

#### Leadership And Management Compared

- What is management?
- Leadership versus Management
- Skills and qualities necessary to your role
- Leadership around the world

#### Leadership Styles

- Task and role orientated leadership
- The self-fulfilling prophecy
- Situational leadership

#### Team Styles

- Conscious/unconscious competence
- Formal/informal teams
- Team development stages
- Facilitating team development
- Features of high performing teams and Belbin's team roles

#### Management Practice

- Decision Making

#### Motivation

- What is motivation?
- Maslow model
- Herzberg's model
- Motivating your team

#### Perception

- What is perception?
- Why is it important?
- How does it affect attitude?
- What can you do?

#### Managing Performance

- The performance management cycle
- Goal setting and dealing with under-performance

#### Communication

- Principles of effective communication
- Active listening
- Questioning techniques

#### Constructive Feedback

- Principles of feedback
- Constructive feedback
- Handling confrontation

#### Celebrating Success

#### Putting The Theory Into Practice