

Management Training



Introduction

This 2-day training course has been designed to help you develop your management skills, develop professional working relationships with staff and deal with daily management issues.

Aim

The aim of this course is to make your lives easier by helping you successfully deal with management situations.

Content

Day 1

Communication

Advantages of good communication
Listening skills
Providing feedback
Giving instructions
Orders, requests and suggestions
Asking questions

Behaviour Management

Dealing with difficult and challenging behavior
Understanding the behavior cycle
Conflict management
Absence management
Dealing with difficult conversations

Day 2

Assertiveness

Understanding confidence and self-esteem
Behaviour styles
Assertiveness strategies

Time Management

Advantages of effective time management
Time management techniques
Managing interruptions
Delegating
Procrastination
Managing email and phone calls

About Gary Bedingfield

Based in Glasgow, Scotland, Gary Bedingfield has almost 20 years' experience in the training industry. He is a qualified further education trainer with an overwhelming desire to help people reach their full potential. He has worked with a wide variety of organisations from the voluntary sector to the world's largest commercial property developers.

What You Need to Bring to Management Training

More than anything, I ask you to bring an open mind so we can explore all the opportunities available to you in a management environment. Don't worry about the amount of previous experience you have as a manager because this course will cover all you need to know. And for those with more experience it will help you see ways in which you can become a better, more effective manager.

Gary Bedingfield Training

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Helping people reach their full potential

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