

Why Buy?

High spots

- The 'Trust to delegation' project - delegates discuss options in groups and then debate their choices against the other groups
- Meeting skills – organising and attending effective and motivational meetings
- Change Management – the 'tool kit' for handling the psychological and practical aspects of implementing change smoothly

"Very adaptable approach. We had time to discuss topics which matter most to us."

"Overall a very good course with a lot of useful and helpful tips for the future."

"I have enjoyed both parts of this course and am positive I can improve in most things."

To book or find out more:

t: 0845 072 0144

e: info@tack.co.uk

Management Essentials 2

Develop your full potential as a manager and a coach

Duration: 2 days Fee: £850 + VAT

Business and personal benefit

Developing and growing into being a good manager takes time and companies which support that growth reap the benefits. A confident first line manager who can tackle the demands of the role professionally will minimise the strain on their own manager and will also act as a good model to their own team members. The result? High performing teams who welcome responsibility and adapt to and support change.

This second part of Management Essentials continues the management development process and is designed to reinforce and strengthen existing skills learned in the first phase of their training and extends that learning into new areas.

The value of this training will show in the attitude and activities of the learners. They will be motivated, not only to revive and apply lessons covered in Management Essentials, but also they will be encouraged to mature into their role by being given focused areas for development, not only for themselves but also for their team members.

Target audience

Those who have attended Management Essentials should attend this second part module 3-6 months later to further develop and build on their key management skills.

Objectives

You will leave the course able to:

- Achieve the company's objectives through the performance of your team
- Develop your team through delegation
- Increase personal communication strengths
- Become an effective change manager

Before, during & after your programme

You'll receive support at every stage to maximise your investment and bring your learning to life:

- Pre- and de-brief call to establish goals and assess progress
- One to one input from your TACK consultant as group sizes are limited for maximum personal benefit
- All TACK programmes are interactive in style. We believe in 'learning by doing' to ensure your learning experience is 100% relevant to 'real life' situations
- Comprehensive materials including workbook and Personal Action Plan
- TACK Tips – SMS messages designed to inspire, motivate and reinforce key learning points!

Module	Learning points	Outcomes After this module you will...
Getting up to date	<ul style="list-style-type: none"> - Continue to learn from your successes and strengths - On going development means choosing specific development areas 	<ul style="list-style-type: none"> - Confirm progress since Management Essentials - Focus on areas with which you need help - Identify new areas of learning
Performance Management	<ul style="list-style-type: none"> - Appraisals are a key tool in getting the best from your team, and ensuring you provide your team members with the support that they require 	<ul style="list-style-type: none"> - Review the use of KRAs and KPIs in the context of performance management - Be able to assess which of the performance development approaches is most appropriate for which individual and which situation - Identify the key elements that constitute effective performance appraisals
Delegation	<ul style="list-style-type: none"> - There is a difference between delegation and allocation! - Effective delegation is managed in different ways 	<ul style="list-style-type: none"> - Overcome any reluctance to delegate - Be able to delegate to the appropriate person to save your own time - Develop a strategy for using delegation as a tool for the development of your staff - Follow the guidelines for effective delegation
Training & coaching	<ul style="list-style-type: none"> - Whether training or coaching, following a systematic structure helps you and the learner 	<ul style="list-style-type: none"> - Be able to prepare thoroughly before teaching on a one to one basis - Have a process to follow to make your coaching more effective

Module	Learning points	Outcomes After this module you will...
Planning & preparing for meetings	<ul style="list-style-type: none"> - Effective meetings are the result of addressing three key areas – prepare, conduct and follow-up 	<ul style="list-style-type: none"> - Use a matrix for planning effectively - Conduct meetings and influence others so you encourage positive behaviour at those meetings - Use a simple and effective tool for taking minutes - Judge the effectiveness of meetings by using a straightforward appraisal and action sheet - Every decision is carried through into the follow-up actions you were looking for
Effective decision making	<ul style="list-style-type: none"> - Different situations call for different types of decisions - Having made your decision, you need to convince others of it's appropriateness to obtain their support 	<ul style="list-style-type: none"> - Know your current decision making profile showing the preferences in your natural inclinations - Know how to match the decision making approach to the type of decision - Having practised using the influencing skills needed to persuade others to accept your decisions, use the same skills back in your own work environment
Handling change successfully	<ul style="list-style-type: none"> - Every growing and thriving company has to implement changes - Change can be stimulating as well as unnerving 	<ul style="list-style-type: none"> - Introduce change successfully by applying a systematic approach - Address the psychological needs of the team to encourage acceptance and commitment
Correcting performance	<ul style="list-style-type: none"> - Correction is not the same as the official discipline procedure - Tackling things early pays off in the long run 	<ul style="list-style-type: none"> - Develop a confident and assertive approach when tackling performance problems - Undertake correction interviews in a positive and productive way

Why Buy?

Why open programmes?

With courses ranging from 1-3 days and running regularly across the UK, TACK's open programmes give you access to training and development at a time and place that's convenient to you:

- As well as networking opportunities you'll gain a different perspective from other delegates, their companies, sectors and experiences
- You can be more open and self-critical amongst strangers
- The right programme can be selected to address individual development needs
- Training one or two people at a time spreads your investment
- Departmental work schedules are less likely to be disrupted
- TACK handles all the administration

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Supporting your career development

Whatever route you take in your career, we're on hand to provide support and access to a programme that is specific to your needs.

The key to success is your people – their skills, motivation, flexibility and productivity. The ability of your leaders, managers and supervisors to inspire and develop your people to achieve optimum performance is therefore vital. So whatever your level of management experience, TACK has a selection of highly practical programmes designed to meet the challenges you and your team face in an ever changing business environment.

Senior level	Leadership in Senior Management Financial Understanding for the Senior Executive
Specific skills	Presentation Skills Developing Your Interpersonal Skills Making Your Time Count Successful Networking Coaching Skills Measuring Training Return on Investment
Entry level 2	Motivational Leadership
Entry level 1	Management Essentials 2 Management Essentials

The TACK difference

- Accredited Centre for sales and sales management qualifications from The Institute of Sales & Marketing Management
- Winner of the Sales Trainer of the Year at the British Excellence in Sales and Marketing awards in 2008
- The only training company to have won two National Training Awards for sales training
- First training company to achieve ISO 9001 Quality Assurance, continuously maintained since 1992
- First training company to achieve Investors in People accreditation, maintained continuously since 1991
- Leadership & management programmes endorsed by The Institute of Leadership and Management
- Training designed and delivered in 45 countries and 25 languages

