

# Why Buy?

## High spots

- The 'Management Maze' - an exercise undertaken in pairs tackling performance issues
- 'Pressing the right buttons' - a practical case study allowing delegates to work in syndicates on a motivation analysis
- The 'Designed to fail' project where teams brainstorm solutions to a problem situation and come up with practical solutions

*"I really enjoyed this training and appreciated that it connected to our job and problems we face instead of presenting the theory only."*

*"I enjoyed the course thoroughly. I'm feeling very positive and hopeful about the challenges at work."*

*"Covers very relevant info to my role. Gave me time to think about my managerial strengths and weaknesses."*

## To book or find out more:

**t: 0845 072 0144**

**e: [info@tack.co.uk](mailto:info@tack.co.uk)**



Developing People > Advancing Business

# Management Essentials

Your first step to develop and direct a highly motivated team

**Duration: 3 days    Fee: £1275 + VAT**

## Business and personal benefit

All companies need to develop top quality first line managers. Often people find themselves a 'manager by default', trying to get results through people and learning by experience. A great fundamental training course can accelerate their development and act as 'the short cut to experience'. Successful team leaders achieve their objectives by developing and inspiring team members to have confidence in themselves and in each other. The use of interactive and engaging exercises and a variety of practical learning methods equip participants with the skills to help their team members reach maximum potential. Participants will also have the opportunity to exchange ideas with other supervisors and managers from a wide variety of backgrounds.

Attending Management Essentials 2 within 3 to 6 months embeds the learning from this course and builds skills in other important areas.

## Target audience

The course will benefit any team leader, supervisor or manager responsible for leading, directing and motivating others. The course is particularly valuable for newly appointed team leaders or longer serving managers who have not received formal training.

## Objectives

To develop the skills to:

- Achieve the company's objectives through the performance of their team
- Fulfil the responsibilities of a team leader/manager
- Motivate, direct and develop the performance of their team

## 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...
<b>What makes a good manager?</b>	<ul style="list-style-type: none"> <li>- One has to be holistic to achieve true effectiveness</li> <li>- There is a business side and a personal aspect to what you do; both are important in achieving professional success</li> </ul>	<ul style="list-style-type: none"> <li>- Select each of four core areas to develop to be an effective manager and enjoy the challenge of people management!</li> </ul>
<b>What is your purpose?</b>	<ul style="list-style-type: none"> <li>- Clear objectives are vital for you, your reports and, of course, your company!</li> </ul>	<ul style="list-style-type: none"> <li>- Make a plan to clarify objectives with your own manager</li> <li>- Align team members' roles to your organisation's business objectives</li> <li>- Use KRAs and KPIs effectively so that you can work to priorities</li> </ul>
<b>Creating good communication</b>	<ul style="list-style-type: none"> <li>- Effective communication recognises the logical and psychological aspects of interactions</li> <li>- Avoid communication problems by knowing the source of those problems</li> </ul>	<ul style="list-style-type: none"> <li>- Communicate more powerfully by addressing the visual, vocal and verbal aspects of your delivery</li> <li>- Use the STEM analysis to ensure effective communication within your company i.e. Systems, Tools, Environment, Maintenance</li> </ul>
<b>Influencing people to achieve results</b>	<ul style="list-style-type: none"> <li>- The source of your power and influence is both organisational and personal</li> </ul>	<ul style="list-style-type: none"> <li>- Apply authority appropriately by developing sensitivity and flexibility</li> <li>- Adjust your approach according to the situation and the individual for maximum impact</li> </ul>
<b>Motivating your team</b>	<ul style="list-style-type: none"> <li>- Everybody is motivated by something</li> <li>- Motivation is individual</li> <li>- Motivation changes</li> </ul>	<ul style="list-style-type: none"> <li>- Understand the theory behind motivation</li> <li>- Understand what motivates people and how you can appeal to their motivators to achieve peak performance</li> <li>- Determine what motivational 'devices' are available to you and discover some creative ways to motivate your staff</li> <li>- agree motivational targets, rewards and incentives and minimise the demotivators</li> </ul>

Module	Learning points	Outcomes After this module you will...
<b>Team building and team roles</b>	<ul style="list-style-type: none"> <li>- A group of people is not the same as a team</li> <li>- A mix of characters and personalities makes for an effective team</li> <li>- Maximising the contribution of an individual means understanding their values and attitudes</li> </ul>	<ul style="list-style-type: none"> <li>- Be able to promote the concept of team working and foster good working relationships between different types of people</li> <li>- Use your understanding of the six core roles to maximise output from your team</li> <li>- Blend the people in your team according to personality, skills &amp; knowledge and compatibility with others</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>- Problem solving can be short and long term</li> <li>- Short term fixes lead to 'fire-fighting'</li> <li>- One has to address Potential &amp; Pending as well as Current problems</li> </ul>	<ul style="list-style-type: none"> <li>- Be able to use a systematic framework for resolving problems</li> <li>- Develop a problem-solving strategy to help you eliminate repetitive problems and use your team to stop them happening in the first place!</li> </ul>
<b>Managing internal relationships</b>	<ul style="list-style-type: none"> <li>- It is crucial to address the human element of a situation when tackling presenting problems</li> </ul>	<ul style="list-style-type: none"> <li>- Apply the all-important principle of "Ask before you tell"!</li> <li>- Consider the impact of the emotional side of problems without becoming emotional yourself</li> </ul>
<b>Correcting performance</b>	<ul style="list-style-type: none"> <li>- Correction is not the same as the official discipline procedure</li> <li>- Tackling things early pays off in the long run</li> </ul>	<ul style="list-style-type: none"> <li>- Develop a confident and assertive approach when tackling performance problems</li> <li>- Undertake correction interviews in a positive and productive way</li> </ul>

# 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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# Management Essentials

## 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 <b>Management Essentials</b>

## 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



Double Winner!

