



Easy PC Training Ltd

IT Training Consultancy

Leadership and Management Skills

Designed For

Managers and leaders who are looking to develop or refresh their management and leadership skills and apply them to their team for maximum performance.

Aim

By the end of this course, you will understand how to:

- ✓ Apply people leadership and management knowledge, skills, and behaviours to ensure success.
- ✓ Develop the effectiveness of your team and the achievement of business objectives and results.
- ✓ Use a range of communicate techniques to achieve optimal business performance.
- ✓ Motivate and manage your team to meet business objectives and deliver results.
- ✓ Tackle staff problems which lead to under-performance.
- ✓ Develop a personal action plan and a team action plan for continued development in the workplace.

Content

Roles and Responsibilities

- What is required of you, your team, and your manager
- Leadership styles

Core Management Skills

- Effective Leadership skills
- Time Management skills
- Performance Management

People and Team Development

- Setting SMART individual and team objectives that align with business goals
- Build and motivate a successful team
- Continuous Improvement
- How to delegate effectively and why it is important

Effective Communication

- Communicating for results
- Active listening
- How to give constructive feedback
- Negotiating and Influencing skills

Overcoming Problems

- Deal with difficult people and situations
- When to compromise and when not to
- Problem-solving techniques

Personal Development

- Prepare and develop a personal action plan to support your return to the workplace

Duration: one day