

Raising The Bar: Managing & Supervising Direct Reports

What's in it for you?

This course will be particularly helpful to those managers and supervisors who are relatively new to the management role. It is designed to provide delegates with an introduction to practical ways of managing others, while developing the confidence to manage at the same time.

What you will get out of it

By attending the course you will:

- Understand the manager/supervisor's role.
- Identify different styles of managing.
- Deal with issues of motivation and performance.
- Learn how to get some 'quick wins' and gain the confidence of others.

Key Themes

- What do managers do? - Key elements of management.
- What is expected of you? - Your role.
- Which styles of managing work best?
- What makes people tick?
- Setting performance standards/targets.
- Dealing with performance issues.
- Managing difficult behaviour.

What's Involved

The course focuses on providing you with a series of tools and techniques to improve your capability of managing direct reports. Each session is built around practical situations which managers face, particularly when they are new to management and gives you the opportunity to practise key skills and receive tutor feedback on your performance.