

# Management Training



## Introduction

This 2 or 3-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 help you to confidently perform your role as a manager within your organisation.

## Objectives

- Understand the responsibilities of a manager
- Effectively manage a team of people
- Develop strategies to deal with conflict

## Content

Content is designed to meet the specific needs of your organisation, and can include the following:

### Unit 1 Managing people overview

This unit looks at understanding the role of a manager; the responsibilities, barriers faced and skills required, as well as exploring common mistakes made by newly-appointed managers

### Unit 2 Motivation and leadership

This unit explores the difference between job satisfaction and motivation; identifying ways in which staff motivation can be increased. It also looks at leadership and six common leadership styles - coercive, authoritative, affiliative, democratic, coaching and pacesetter

### Unit 3 Setting goals

Unit 3 addresses the importance of setting goals for staff members as well as yourself, using the SMART goal technique

## About Gary Bedingfield

Based in Glasgow, Scotland, Gary Bedingfield has 25 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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#### **Unit 4 Delegating tasks**

This unit covers techniques that can be used to effectively delegate tasks to members of your team

#### **Unit 5 Providing Feedback**

Unit 5 addresses the importance of regular and constructive feedback. It identifies things to keep in mind when providing feedback and looks at different feedback techniques, including the sandwich technique and self-reflection

#### **Unit 6 Effective Communication**

The unit on communication deals with the advantages, barriers faced and skills required to be an effective communicator in a management role. It addresses the three elements of face-to-face communication (what you hear, what you say, how you say it), questioning techniques, techniques for saying no, using the I statement, the difference between requests and suggestions, the power of an apology and the importance of body language

#### **Unit 7 Assertiveness**

This unit looks at the importance of assertiveness in your management role, looking at different types of assertiveness and ways in which to be assertive

#### **Unit 8 Time management**

Unit 8 ensures a clear understanding of time management, looking at the advantages of effective time management, the consequences of poor time management, and the skills and qualities needed to effectively manage your time. The unit explores techniques to prioritise and schedule tasks, tools to assist with time management, ways to manage interruptions, techniques to avoid procrastination, and ways to manage phone calls and email

#### **Unit 9 Coaching**

This unit looks at how effective coaching techniques can improve your team's performance, help achieve an individual's optimal performance, allow you to delegate effectively, and give your staff members meaningful goals to work towards. It looks at the four stages of learning, learning styles, how to deal with resistance to being coached, ways to effectively demonstrate a task and techniques for delivering a 1-to-1 coaching session

#### **Unit 10 Reviews and appraisals**

This unit explores the advantages of regularly reviewing/appraising your staff members, techniques for delivering a review and effective review questions

## **Unit 11 Conflict management**

This final unit looks at situations in which, as a manager, you need to deal with conflict, explores the steps required, recommends phrases to begin difficult conversations, looks at the importance of understanding the behaviour cycle, and suggests effective ways to deliver unwelcome news

### **Duration**

2 or 3 days (depending on content)

### **Certification**

GBT Certificate of Competence

### **Location**

Delivered at your premises (delivery facilities can be provided at an additional cost)

*"Fantastic. Would highly recommend."*

*"Excellent management course. Covers everything that is relevant."*

*"This is exactly what I needed as I go forward into my management role."*

*"I now feel more confident as a manager and able to deal with difficult situations."*

**2022 Staff Development Training Provider of the Year  
Scotland Prestige Awards**

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