

Management Skills

3 Days

Day One – Setting the scene and key skills

- Developing confidence and motivation
- Time management
- Stress management
- Project Management
- Quality Management

Day Two – Communication

- Objectives
- Building relationships
- Ego states
- Body language
- Communication as a two way process
- What makes an effective listener
- Effective listening techniques
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– Negotiation and Working with Conflict

- Objectives
- What is negotiation about?
- Types of power
- Tactics in negotiation
- Competitive negotiation
- Collaborative negotiation
- Communicating in difficult circumstances
- Conflict management

Day Three– Financial Tools

- Budgeting
- Understanding Financial Statements
- Net Present Value and Internal Rate of Return
- Breakeven Analysis and Operating Leverage

– Presentation Skills

- Objectives
- Delivering your presentation
- One way and two way presentations
- Checklist for presentations
- Practical exercise