

# INTRODUCTION TO MANAGEMENT

COURSE OUTLINE

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# Introduction to Management

## Course Aims

This practical course is designed to help new and aspiring managers make a successful transition into the role of a work or staff manager. Through interactive discussion, reflective exercises and real-world scenarios, delegates develop the skills, behaviours, mindset and beliefs required to manage processes, people and resources effectively. The course also focuses on personal effectiveness — managing your own time, distinguishing urgent from important work, motivating people and actively seeking feedback to keep improving.

## Duration

6 hours (Face to Face or Virtual)

## Target Audience

The need to successfully manage the transition into the role of a work or staff manager and be effective. This course is also aimed at those who are expanding into managerial roles for the first time.

## Learning Outcomes

By the end of the course, participants will be able to:

- Understand what management means
- Identify the role and key responsibilities of a manager
- Describe what good management looks like
- Develop the skills, behaviours, mindset and beliefs that an effective manager needs to manage processes, people and resources
- Manage your time effectively
- Distinguish between urgent and important work
- Seek feedback on your own skills

# Course Content

**Session 1 - What 'management' is**

**Session 2 - The key skills and knowledge required by an effective manager – managing processes, resources and people**

**Session 3 - What does good and poor management look like?**

**Session 4 - How to motivate people**

**Session 5 - The need to manage your own time well**

**Session 6 - The importance of seeking feedback on your own skills**

**Session 7 - Being an effective manager – urgent vs important**

**Session 8 - Action planning**