



## The Management Skills Award

**Formally accredited management award**

## About MTD



MTD, the management training specialists, has been working with a **wide variety of clients** (both large and small) in the **UK and internationally** since 2001.

Since that time we have delivered training in over **23 different countries** to over **3,500 different organisations** and have helped over **100,000 managers**.

Our head offices are based in the Midlands where we have our very own training centre, including a multi-media suite that enables us to provide a full range of blended learning solutions including video, podcasts, e-learning and online support solutions.

We specialise in providing:

- In-house, **tailor made** management training courses (1-5 days duration)
- **Open courses** (Delivered throughout the UK at various locations)
- Management & leadership development **programmes** (From 5 days to 2 years)
- **Blended** learning solutions (online and offline)
- Corporate and executive **coaching** (With senior or middle managers)

Our team of highly skilled and experienced trainers and consultants have all had distinguished careers in senior management roles and bring with them a wealth of practical experience to each course. At MTD Training we will design and deliver a solution that suits your specific needs addressing the issues and requirements from your training brief that best fits your culture, learning style and ways of working.

### Our Key Unique Selling Point

*“Bespoke, practical and quality training delivered by a trainer experienced in your industry is a “given”. Where we really make a difference is how we **help your managers to embed and implement the learning** after the course. We offer industry leading post course support to make this happen so you get a real, tangible return on your investment”*



#### Head Office:

MTD Training, 5 Orchard Court, Binley Business Park, Coventry, Warwickshire, CV3 2TQ

**Website:** [www.mtdtraining.com](http://www.mtdtraining.com)

**Email:** [info@mtdtraining.co.uk](mailto:info@mtdtraining.co.uk)

**Telephone:** 0800 849 673

## MTD Have Worked With...

**Credibility and trust** are two important factors when selecting an external training partner as you will want to know that you are in safe hands. From multi-nationals through to the small business, no matter what your industry, size or complexity is, we have delivered training to over **3,500 different organisations** that include:



## **The Modern Manager Of Today Needs To Be More Commercially Astute, Proactive, Creative, Inspiring, Motivating & Have Great Interpersonal & People Skills!**

To be a successful manager and leader in the 21<sup>st</sup> Century requires a different set of skills than in previous times.

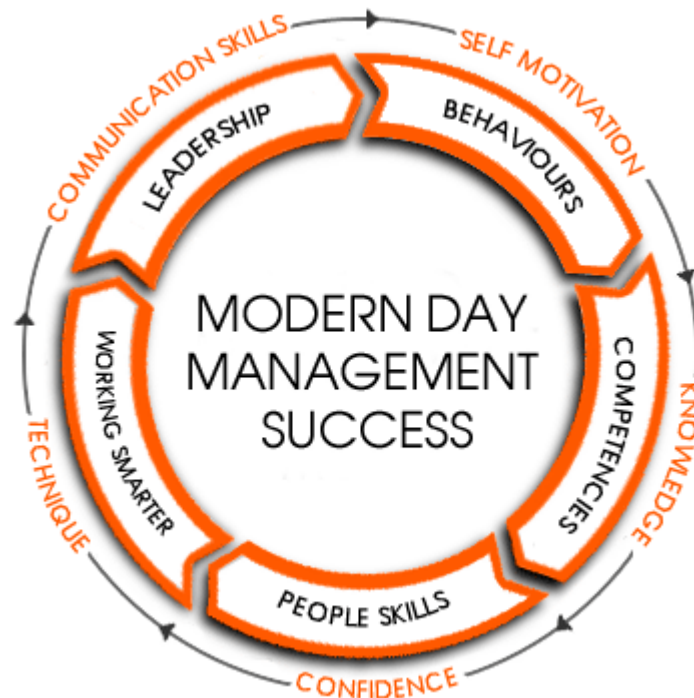
Never before have the demands been greater.

**Being good at "The process" and the technical side of things is not good enough!** Today, the modern manager needs to be more commercially astute, proactive, creative, inspiring, motivating and have great interpersonal and people skills.

MTD have experience in working with companies to provide just that; we specialise in helping the manager to acquire the **skills, behaviours and competencies** to be able to drive performance through their teams in a motivating and empowering way.

Our experience has confirmed that, as management techniques have advanced rapidly, training and development of staff has had to change radically to match these advancements.

From completing this Management Skills Award, each manager will go away with a tool kit of effective management and leadership skills that will enable them to improve their own performance and get them into good habits.



# The Management Skills Award

**Course:** The Management Skills Award

**Award:** Yes (although optional)

**Body:** Chartered Management Institute

**Course Length:** 5.5 Hours

**Format:** Online

**Study:** Self-study - take the sessions when you like

**Assessment:** End of programme online assessment (30 multiple choice questions)

**Timescales:** Have up to 13 weeks to complete the course

## Course Content

### Session 1: Essential Communication Skills

You will learn:

- A definition of communication in business
- Examples of how people see things from different perspectives
- The skills of face-to-face communication
- A model for communicating effectively
- Using your satellite navigation system of communication
- How matching and mirroring creates bonds between people
- How pacing and leading creates progress in relationships
- How filters affect our belief systems
- The effective use of deletion, distortion and generalisation filters
- The three skills in the art of persuasion
- How to express your ideas through images and emotion

### Session 2: Advanced Communication Skills

You will learn:

- A definition of advanced communication and how advanced communicators differ from the norm
- How we communicate thoughts from ourselves to another person and how that process could go wrong
- How our senses are used to assimilate information
- How information is monitored and assessed as we receive it and interpret it
- What we do with information that we receive
- How to identify the thinking patterns of other people by watching their eye movements
- The words that advanced communicators use to send and receive messages
- How 'artfully vague' language can create a higher level of understanding between people

### Session 3: Building High Performance Teams

You will learn:

- Why teams sometimes fail to work effectively
- How to assess your team's strengths and development areas
- Why long term goals are essential for highly motivated teams
- The Tuckman model of team development
- The Situation leadership model and how it fits with team development
- The seven characteristics of high-performing teams

#### **Session 4: Effective Coaching Skills**

You will learn:

- A definition of coaching for businesses
- Two tried and tested coaching models
- How to apply the coaching continuum to assess when and how to coach effectively
- How to ensure coaching sessions are effectively applied by the coachee
- How to give quality feedback when coaching
- The skills needed to coach in a team environment
- The skills of great coaches, including questioning and listening, reframing and clarification

#### **Session 5: Delegation Skills**

You will learn:

- A clear definition of delegation's purposes and benefits
- Why some managers fail to delegate effectively
- Five must-ask questions for yourself before delegating
- What skills the person needs in order to be delegated to
- A series of ideas on how to delegate effectively
- Some situations that you might encounter, like "I don't have time to do this"
- Why some people are unwilling to accept delegated responsibility and what to do about it
- What to do after you've delegated tasks
- How to evaluate the results of delegated tasks
- The next steps to delegate effectively

#### **Session 6: Emotional Intelligence**

You will learn:

- What exactly EQ is, and how it's defined in business
- Several business cases that clarify the results of Emotional Intelligence
- How the brain is set up to use emotions and the basics of understanding the emotional brain
- The five stages that make up emotional intelligence
- The competencies for effective application of EQ
- How to put highly-developed EQ skills into practice

#### **Session 7: Leadership Styles**

You will learn:

- Four styles that are used in business today: Autocratic, Democratic, Bureaucratic and Charismatic
- The advantages, disadvantages and uses of each of the styles
- Six 'emotional styles' and when to use them
- The benefits of choosing a specific style and the results you can expect

## **Session 8: Management versus Leadership**

You will learn:

- The characteristics of a leader and a manager
- What's the main differences are between the two
- Different facets of management at different planes of the organisation
- The concept of Super Leadership
- Results-oriented management
- The guidelines making up situational leadership
- Different ways to improve your management and leadership styles, including developing your personal brand, emotional intelligence, developing leadership skills, inspiring, energising and encouraging others

## **Session 9: Managing Change**

You will learn:

- How to create the future by managing change
- The stimulus-response model of change
- A real example of how change affected a whole nation
- The reality of change - how Herzberg and Maslow's theories account for most of our behaviour and attitudes to change
- Six questions that facilitate change
- External drivers to change, including the PESTLE model
- Methods of dealing with resistance to change
- Tips for making change a reality
- Tips for setting and communicating the vision of change
- A six-step process for driving change forward within your business

## **Session 10: Managing Performance**

You will learn:

- Why employees would not perform adequately
- How to define the purpose, duties and responsibilities of the employee
- How to define performance goals and measurable outcomes
- How to run a performance development meeting
- How to deal with attitude problems
- What to do if performance doesn't improve
- The benefits of performance management
- The benefits of tapping into people's potential

## **Session 11: Motivation Masterclass**

You will learn:

- What motivation really is
- Herzberg's, McClelland's Maslow's and Vroom's ideas
- The drivers of employee motivation
- Why motivation is important
- The four keys to personal drive and motivation
- Putting it into practice
- Creating a vision, empowering, energising, leading and inspiring

## Session 12: Effective Time Management

You will learn:

- Is it possible to manage time?
- Four principles of effective use of time
- The time matrix for effective results
- Efficient Self-management tips
- Ideas for managing email effectively

## Session 13: Conflict Management

You will learn:

- What is conflict?
- How to resolve conflict
- Resolutions formats for conflict
- Constructive v Destructive behaviours

## Formal Accreditation & Award

By taking this course and upon passing the assessment you will be awarded with a formally accredited management award.

The Management Skills Award is formally accredited by the Chartered Management Institute.



This course can also contribute to your CPD hours (5.5 hours)

## Registration Fee

Course & Award - £97 + vat

Course Only - £69 + vat

Please email us or call for corporate rates if there are a number of staff to go through the programme.



## Next Steps & Booking Information

### Questions/Queries

Call us - UK 0800 849 6732 INTERNATIONAL ++ 2476 233155

Email us - [info@managementtrainingonline.co.uk](mailto:info@managementtrainingonline.co.uk)

### Ordering/Booking

You can order and pay immediately online or you can submit a booking form and pay via invoice.

Please contact us for corporate rates.

Please visit the following page for ordering details:

<http://www.managementtrainingonline.co.uk/booking.htm>

## Once You Have Booked

We will then send you a confirmation letter, invoice and joining instructions that will include your unique login and password to access the course materials.

You can pay through invoice or credit card. Invoice terms are 30 days after invoice date.