



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®



Communication, Leadership & Managing

This one day programme is aimed at people who are new to managing/supervising, or who have not had formal skills training. This course is highly participative, with delegates learning through various practical exercises and case studies.

Benefits to your organisation

Increased and improved communication and motivational skills between managers and staff within your organisation, leading to a highly motivated effective workforce.

Course Duration: 1 Full Day 9.30am-4.30pm

Delegate Numbers: Max 12 delegates per course

Location: In-House on your premises or an arranged venue

Course Programme

- Introduction
- **Leadership and the manager**
Developing leadership skills
Recognising the needs of others
How to manage effectively
- **Communication**
The written word
Body Language
Being assertive
- **Motivation**
The Theory
Putting the theory into practice
Recognising and dealing with demotivation
- **Personal Effectiveness**
Delegation
Time Management
Setting goals and priorities
- Course Conclusion, question and answer and close.

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