

Key Skills for Management Support Staff

Duration: 2 Days

How many times has your boss said, “Just handle the problem . . .?” You have always wanted to make a difference in your company, and this exciting training event will enable you to develop the tools to make that difference including; how to juggle new assignments, manage change, understand the nature of management, communicate strategically, & develop decision-making abilities that will ensure you are recognised as an effective and efficient resource.

Method & Approach

The course is highly interactive with a structured approach and a lively pace. You will enjoy a range of activities including group problem solving challenges, personal assessments, and interactive business simulations.

Course Content

Getting results is down to detail

- ✿ The magic behind every outstanding performance is always found in the smallest of details. The activities in this module include a personal assessment to help you to assess how you pay attention to detail. We will consider detail in a team based activity where you will be responsible for processing wages payments for a group of employees – and we really don't want to get that wrong – do we?

Managing mistakes

- ✿ An error doesn't become a mistake until you refuse to correct it! We will take a look at areas where mistakes could be made and consider the conditions that you require to help avoid mistakes. What's more important is that we will focus on how you learn from your mistakes

Assessing the skills of a getting results person

- ✿ What are the ingredients for complete personal effectiveness? During this module you will assess yourself against criteria for personal and work effectiveness and you will receive a feedback form to enable you to gather feedback on how others perceive your personal effectiveness

Powerful problem solving

- ✿ You keep putting it off, moving it aside, and reassigning it to the bottom of the pile. It nags you. It bugs you to the point of frustration. You' put it off until the last minute, and then have to do it anyway. Stop procrastinating and start doing! Don't put off this opportunity to learn how to overcome your hesitation and make smarter critical decisions, you will learn valuable techniques and methodologies to expand your critical thinking ability. You will know how to accurately define a problem and you will be sure you are working on the problem itself - and not the symptoms

Key performance indicators for your job

- ✿ Time to reflect on how and what you deliver to others and identify the Key Results Areas for you job. What are the key outcomes or achievements that your internal/external customers expect? What are the skills required to deliver those services?

Give me time

- ✦ How do you use your time, we will consider your attitude towards time do you like a planned approach or perhaps you do think on the spur-of-the-moment. However well you organise your life or build your skills at dealing with time you will never have enough time to do everything you want - during this module you will consider the strengths and consequences of your approach to time and learn some quick fix techniques to encourage effective use of time.

Communicate!

- ✦ The activities in this module help you to assess your communication skills, whether it's because we make assumptions, fail to ask the right question or fail to listen to the response we can all improve our communication skills. You will engage in an activity designed to highlight the need for clear communication and will enable you to communicate in a number of different ways. Face to face when members will pass on essential information to each other, by telephone and in writing, and you will have a lot of fun doing it!

