



# Advanced Management Skills

Open Course Outline

1-Day Workshop

## Advanced Management Skills

### Learn The Skills, Behaviours And Strategies That Will Take Your Management And Leadership Skills To The Next Level

#### Course Overview

Our “**Advanced Management Skills**” workshop will provide you with the skill-sets and characteristics to become better than you had ever perceived you could be.

Being a ‘great’ manager cannot guarantee success these days – only by being the best of the best will you make an impact on your department, your company and your industry.

After this one-day workshop, you will go back to the workplace with a toolbox full of advanced management skills that you can use to build your success in managing yourself and others.

The Advanced Management Skills course is accredited by the Institute of Leadership & Management (**ILM**) and is also **CPD** accredited (Certified Continuing Professional Development).

This means that you have the opportunity to receive **2 certificates** from attending this course.



#### Who Will Benefit From The Course?

This course will benefit anyone who would like to inspire themselves and their teams to higher performance, in particular:

- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- Experienced Managers
- Anyone who has attended our Essential Management Skills course

#### With The Help Of This Course Delegates Will Be Able To:

- Create their own management and leadership vision for 2020 and beyond
- Identify ways to add value to their leadership role through role modelling
- Win the hearts and minds of your people to effectively implement the company strategy, vision and values
- Lead and manage digital, remote and global teams
- Utilise advanced communication, persuasion and influencing techniques
- Improve and develop their self-awareness and Emotional Intelligence
- Build and develop their own resilience skills and support others in building resilience
- Deal more effectively with stress and pressure

## Course Agenda

### Introduction & Objectives

#### Leadership For The 2020's & Beyond

How has management and leadership changed from the last decade to present day? What skills do managers and leaders require to be the best now and in the future? How do you stack up against these key skills?

#### Role Modelling As A Manager

The example you set as a manager can have a profound effect on the morale, motivation and engagement of your team. How can you role model success for your team and your organisation?

#### Leading The Vision & The Strategy

By revisiting your own company vision and strategy, what can you do to encourage your people to follow the vision and strategy more coherently and passionately?

#### Leading In The Digital Age

With the 21st century bringing about the digital revolution, managers and leaders need to be well-versed in the key qualities required to manage and lead in this digital age. What are the essential leadership skills and how do you measure up against them?

#### Leading & Managing Remote Teams

With more and more employees securing flexible and agile working requests, and many organisations expanding into global regions through the digital age, modern-day managers and leaders will need to be effective at managing and leading digital, remote and global teams. Learn how to connect and engage with remote teams of all sizes and structures.

### Lunch

#### Advanced Communication, Persuasion & Influencing Skills

Learn how to be a master communicator! Learn why it's not enough to just put your message across... it's just as important to understand the other person's point of view. The advanced manager has the skills and techniques to influence and persuade elegantly and with passion! You'll understand what makes others tick, how they process information, what their motivations and preferences are and then, armed with this knowledge, you'll know how to get the best out of them.

#### Improving Your Emotional Intelligence

A key skill that's needed by today's manager, and one that's vastly under-rated! Take a test to see how you measure up in the emotional intelligence stakes. Analyse why this is such an important skill to develop for the advanced manager.

#### Building Resilience

With so many employees experiencing a more intensive workload, with higher expectations and less time and resources to achieve these expectations, managers and team members alike are looking for ways to more effectively manage the stress and pressures they face in their roles. Learn how you can build and develop your own resilience skills, and how you can support others in developing resilience too.

### Close & Actions

## Comments From Previous Courses

**From "First Time Leaders" through to "Heads of" departments, your staff will just love our Advanced Management Skills course. Read about what our delegates have to say about it:**

"Thanks for the course, it was great. Rest assured, I wouldn't have any problems recommending the course to my fellow managers. I found it extremely useful and thought provoking and thought your trainer was a great facilitator and tutor"

**Garry Cochrane - Account Manager - Fine Ltd**

"The sections on coaching and managing conflict were excellent. The module enabled me to learn how to develop my team members and also work on my weaknesses as a leader. The course met my needs completely"

**Julie Parris - Team Leader - Pfizer Ltd**

"I found the whole course to be very interesting indeed. I can now approach my staff with confidence in a way that will work! The course was very useful and the trainer was informative, open and approachable"

**Simon Harper - Head of Design - Maritz Ltd**

"The course was really helpful. I had never done any coaching before but I can certainly see the benefits of it. The trainer used effective ways to communicate with the group and was easy to talk to. Thanks!"

**Sarah Jones - Sales Office Supervisor - Roland UK Ltd**

"The trainer made the course specific to the group's individual issues which was just great. It gave me a lot of food for thought with how to motivate and utilise my staff more effectively"

**Birgit Schalow - Helpdesk Supervisor - NEC Europe**

"10 out of 10! The course was just excellent! You created a great learning environment"

**Jon Hulbert - IT Systems Delivery Manager - Maritz Ltd**

"This course was very beneficial indeed. I thought every aspect of the course was excellent. Your trainer was very knowledgeable about the subjects and he had excellent communication and presentation skills. Thanks again!"

**Richard Stannard - Submissions Team Leader - Pfizer Ltd**

"A great course. The content around motivation and building high performing teams left me with a set of skills that I can actually use in the office! I also loved the working and the communication of the group as a whole"

**Lee Hewitt - Retail Sales Manager - Johnson & Johnson**

"I really got a lot out of the course. I particularly liked finding out and understanding why people behave the way they do, peoples learning styles and also finding out my own traits"

**Ronnie Huda - Product Specialist - Roland UK Ltd**

"It was great to find out my own current managerial style through the assessment we completed and what that meant to the way I lead my team. I enjoyed all of the course very much"

**Carol Clare - Accounts & Budgeting Manager - Thomas's London Day Schools**

## Locations:

### Manchester

#### **Cheadle House,**

Village Manchester Cheadle, Cheadle Road, Cheadle, SK8 1HW

#### **Crowne Plaza, Manchester Airport**

Ringway Rd, Airport, Manchester, M90 3NS

### Coventry

#### **The Village Hotel & Leisure Club,**

Dolomite Ave, Coventry, CV4 9GZ

### Heathrow

#### **Hilton Garden Inn Heathrow Airport,**

Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ

### Central London

#### **DoubleTree by Hilton Central London,**

60 Pentonville Road, London, N1 9LA

## Registration Fee:

**£295 + VAT** – Course only with **CPD certificate**

**£395 + VAT** – Course and assessment with **ILM and CPD** certificate

The Advanced Management Skills course is accredited by the Institute of Leadership & Management (ILM) and is also CPD Certified (Continuing Professional Development).

Following the course, you can choose to take a short multiple choice assessment back in the workplace (based on the content covered across the day), and upon passing you will receive the **ILM Assured certificate**.

The course is also CPD Certified and after attending the course you will receive a **CPD Certificate** at no extra cost.



## Included Within The Registration Fee:

- CPD certificate as standard (Optional ILM certificate)
- Course workbook
- Handouts
- Lunch
- Refreshments throughout the day
- Weekly management tips delivered via email to keep you sharp
- 6-months access to our sister company Skillshub (800+ Online Courses)
- Unlimited email and telephone support from your trainer after the course

## Start/Finish Times

Start: 9.30am

Finish: 4.30 – 5.00pm

## Require Accommodation?

MTD have negotiated special discounted rates with the above and other local hotels if you require an overnight stay. Upon booking we will send out all of the joining instructions to you and contained within this will be a special password to enable you to take advantage the discounts available.

## Next Steps & Booking Information

### Questions/Queries

Call us - 0333 320 2883

Email us – [info@mtdtraining.com](mailto:info@mtdtraining.com)

### Booking

If you would like to book a place on this course please call us on **0333 320 2883**.

Alternatively please book online at:

<http://www.mtdtraining.com/amsbookingform>

Details of locations, dates and availability for the course can be found here:

<http://www.mtdtraining.com/ams>

## Once You Have Booked

We will then send you a confirmation letter, invoice and joining instructions. You can pay through invoice or credit card. Invoice terms are 30 days after invoice date.

## Ongoing Email & Telephone Support

After the training course your development doesn't stop there. Your managers can **email or call their trainer** at any time for help or guidance.

They might be implementing some techniques that they have covered on one of the workshops and want some tips on how to implement it for their specific situation.

Whatever the reason, your trainer is available for your managers whenever you need us.

Learning is just the start of the process! We will be with you every step of the way while your staff implement what they have learned.

## Ongoing Weekly Management Email Tips

Each of your managers will receive **weekly management tips** through email to keep up the momentum of the training.

Each "Management Tip" will cover topics such as:

- Effective communication
- Self-confidence
- Building high performance teams
- Delegation
- Time management
- Coaching
- Problem solving
- Dealing with difficult staff
- Managing performance
- etc

## Access To Our Sister Company Skillshub

For up to 6 months after the course you will receive **unlimited access** to our sister company Skillshub.

Skillshub is full of videos, audios, manuals, checklists and resources to help you further. This will really help you to embed your new skills back in the workplace.

## 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 **25 different countries** to over **9,000 different organisations** and have helped over **250,000 managers**.

Our head offices are based in the Midlands and we have Local offices in London & Manchester too.

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)
- **E-learning content** (2,000+ digital learning assets available)
- 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:

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