

Management in Practice

Stimulate your thinking and be guided through a review and assessment of how you put your managerial skills into practice. This is an intense, comprehensive and participative two day workshop developed to ensure improved effectiveness in managing people and processes. It is focused on understanding the changing role of management, as well as coaching, motivating and developing yourself and others.

Outline of Day 1

Outline of Day 2

Note: Category 1 Approved by Nursing and Midwifery Board of Ireland (NMBI)

09.00	Registration	09.00	Registration
09.15	Introduction <ul style="list-style-type: none"> • The Management Model • Management Competencies • Leadership vs. Management • The Manager as a Coach 	09.15	Managing Time Effectively <ul style="list-style-type: none"> • Time Allocated / Lost • Top 10 Internal Time Wasters • Managing Yourself and People
10.30	Tea / Coffee	10.30	Tea / Coffee
10.45	Managerial Skills <ul style="list-style-type: none"> • Coaching Organisational Benefits • Coaching Skills for Managers • Providing Effective Feedback • Motivating your Staff • Effective Delegation 	10.45	What Constitutes a Good Team? <ul style="list-style-type: none"> • Differences between Groups and Teams • Characteristics of Successful Teams • Stages of Team Formation
13.00	Lunch	12.45	Lunch
13.45	Performance Management <ul style="list-style-type: none"> • Management by Objectives • Role of Front Line Managers • Observation Techniques 	13.30	Managing Conflict <ul style="list-style-type: none"> • Understand the Dynamics of Conflict • How People React to Conflict
15.30	Communication Skills <ul style="list-style-type: none"> • Verbal and Non verbal Communication • Listening Skills 	14.15	Recognising the 7 Types of Difficult People <ul style="list-style-type: none"> • Hostile, Aggressive, Belligerent and Offensive • Complainers • Silent and Unresponsive • Super Agreeable • The Negativist • The Know – All • The Indecisive and Hesitant • A Quick Guide to Deal with all 7 types • Dealing with Bosses, Colleagues and Staff
16.00	Close	16.00	Close

Aims and Objectives

- To explain the management model and how it could apply in the workplace.
- To advise participants how to know when to be a leader, manager and a coach – the three-in-one model.
- To demonstrate how to provide effective feedback, motivate staff and how to delegate effectively and know when to delegate.

Sample Reading List

- Dann, J. (2009) Emotional intelligence, London: Hodder and Stoughton.
- Russell Jones, N. (2011) The managing change pocketbook, Alresford: Management pocketbooks.
- Sandberg, S. (2013) Lean in: Women, work and the will to lead, London: Random House Group Limited.

For more information on this course or to enrol, contact the INMO Professional Development Centre by phone on 01 6640641/2, email pdcc@inmoprofessional.ie, or visit <https://inmoprofessional.ie>