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# **Fast-track To Successful Management Programme**

# The Fast-track To Successful Management

## Essential Skills For Effective Management And Personal Success

**When you think about it, most people who become managers never really intend to.**

They become managers because they're good at something else. They're really good accountants, engineers, lawyers, teachers, pharmacists, IT specialists... then one day they find themselves in a position where they're responsible for other people and, hey presto, they've become managers. Now what?

**Unfortunately, being good at something else doesn't mean you're going to be a good manager.**

That involves quite different skills, mostly to do with communication and dealing with people. You need to be able to:

- Motivate people to work happily and effectively
- Give constructive feedback without upsetting people
- Adapt your style to suit different kinds of people
- Get the right balance between being friendly and approachable and still being respected
- Handle conflict between other people
- Delegate, monitor and review work effectively
- Manage your time so you're performing to a high level yourself without being snowed under

**And it can take you many years of trial and error to develop those skills, during which time you'll be less effective than you should be.**

You'll probably also suffer a lot of stress and anxiety as you wonder exactly how to handle all those difficult situations you're meant to deal with now.

**The 3 day Fast-track To Successful Management Programme helps people learn the essential skills of management quickly and easily**, saving time, hard work and heartache. It also saves your organisation money because it means your managers will be more effective and more productive much more quickly.

**It's highly interactive, engaging and fun – but it's also packed with practical tips on how to be a successful manager.** It's not full of abstract theory or the latest management jargon, it's about the practical skills you need to survive and succeed in the real world.

## Some of the problems the course will deal with

***" I've just become a manager and I'm not sure how I'm meant to behave now. Am I supposed to change the way I speak to people now that they work for me? "***

One of the most difficult things for new managers to work out is how to walk that tightrope between being friendly and approachable and still being seen as " the Boss ". Like it or not, as a manager, you're not just " one of the gang " and you do need to think about what you do in certain situations. The course will discuss how to " behave like a manager ", how you should act to gain the respect of the people who work for you without becoming a tyrant or trying to be everybody's friend.

***" I've got some people who aren't performing as well as they should be. I know I should do something about it, but I'm not sure how to raise the issue without them reacting badly. How can I handle it? "***

As a manager, you're responsible for getting the people who work for you performing at the highest level they can. You also have a role to play in helping them to develop. So you need to be able to give feedback ( and not just when people are underperforming ). There are ways to do it which can cut down the risk of causing tears or tantrums and the course will take you through some very practical steps so you can give feedback effectively, including a very simple model which you can use every time.

***" Now I'm a manager, I seem to be working all hours but I'm still not getting done all the things I really need to do. There are so many interruptions and people wanting my time, I get to the end of the day and I haven't done half the things I meant to do when I came in. "***

Many managers struggle with organising their time because they're trying to get used to doing their own work at the same time as managing other people. One of the key things to learn is that you're now responsible for getting things done, not for doing everything yourself. You need to learn how to delegate properly. And you need to make sure you organise yourself, which means focusing on your key tasks and prioritising them. The course will show you some really good techniques to use to make the best use of your time so you can still go home at nights.

***" There are some people I just find it hard to deal with. Some I get on well with, but some just seem to be on a different wavelength. I can't seem to communicate with them. What can I do? "***

Probably the number one skill of successful managers is understanding the people who work for them and knowing how to handle them. Some need an arm round the shoulder, some need a kick up the backside. Different people have different ways of thinking and communicating. The course will reveal some of these differences and show you how to handle the people you find difficult.

# A Unique 3 Stage Programme

**The problem with most training courses is making sure that what's learned can be transferred successfully back in the workplace**

What is learned during the course often drains away as soon as people leave the room - unless it is reinforced.

**That is why this package includes much more than just a training course.**

There are actually 3 stages involved.

## **Stage 1 – Before the course**

- **discussion before the course** to understand the organisation and the individuals involved and to make sure the course deals with the real - life situations they face
- **pre – course questionnaires** sent out to each participant to find out exactly what they want to get from the course
- a “ **Welcome Pack** “ sent to each participant to give them more information about the course and tell them what they can expect ( including, where appropriate, a brief to help them prepare their practice session )

## **Stage 2 - During the course**

- 3 days of **stimulating and challenging content** as outlined below
- the course will be **highly interactive**, engaging, entertaining - and practical
- **dozens of tips and techniques** based on years of experience of what actually works when managing people
- high quality **supporting materials** in a comb – bound workbook

## **Stage 3 - After the course**

- **free email and telephone follow up** for all participants so they can ask any questions which arise after the course
- **follow up materials** sent out to each participant in the weeks after the course to supplement the course material and reinforce their learning, reminding them of the key points and helping them plan how to put the ideas into practice

**This is a complete package which allows participants to reinforce their learning after the course and to continue developing their knowledge.**

# The Course Content

One of the things which make this programme different from others is that it includes a section on what you might call **the “ inner game “ of management.**

In other words, looking at the attitudes, beliefs and characteristics of successful managers and helping participants to develop a positive and confident outlook when dealing with the challenges they face. Without this, it's unlikely that people will implement successfully all the techniques they learn.

## What do managers do?

**What is management about? How are managers meant to behave on a daily basis? You'll learn:**

- some useful ways of looking at management to understand the different elements you need to master to be successful
- different management styles which you might adopt and how to choose which is most appropriate in any situation
- how to “ behave like a manager “, i.e. how to treat people and how to act so that you gain respect without being over – friendly or aloof

## Personal effectiveness

**You will face many challenges as a manager. Your success in dealing with them will depend largely on your own outlook and attitude. You'll learn:**

- how to “ think like a winner “, the characteristics of successful people
- how to develop a positive and confident outlook
- how to recognise, and deal with, limiting beliefs and doubts
- how to deal with change successfully
- how to manage and reduce stress

## Personal impact and communication skills

**As a manager, you will deal with people with very different ways of thinking and communicating. You need to know how to adapt your own style to suit the person and the situation. You also need to understand how to project the right image when you meet people. You'll learn:**

- the 3 key elements of personal impact and how to use them to create the right impression
- what you need to do to appear confident, competent and professional
- why communication sometimes breaks down and how to avoid it happening
- how to recognise, and deal with, people with different communication styles

## How to organise yourself and manage your time

**If you don't organise yourself and your time carefully, you'll find yourself snowed under with work, trying to do your own job as well as managing other people. You'll learn:**

- how to prioritise your key tasks so you can stay focused and achieve more
- how to plan your work effectively – why most To Do lists are useless and how to use yours to actually get more done
- the difference between being efficient and being effective – the most productive people know this!
- how to deal with the most common timewasters such as distractions and interruptions
- how to stop putting off the jobs you don't want to face and get them done

## How to delegate work successfully

**The ability to delegate well is crucial for two reasons – to manage your own time and to develop the people who work for you. Most managers are very poor at this, they either don't do it enough or they do it badly. You'll learn:**

- the reasons why delegation is essential to being effective
- the excuses most managers use for not delegating enough
- the steps to take to make sure that you delegate well - so that work is done properly, people develop their skills and you're not spending all your time dealing with questions or correcting mistakes

## How to develop the people who work for you

**Part of your role is to develop your staff so they work more effectively and improve their skills. There are many ways to do this. You'll learn:**

- the different development stages people go through and how to adapt your approach to suit these
- how to recognise what's causing someone to underperform and how to respond appropriately
- how to set clear performance objectives for people which can be used to measure their effectiveness
- how to give constructive feedback which motivates people and avoids conflict and misunderstanding
- how to use a simple coaching model to help people to improve their performance

## How to motivate the people who work for you

**Part of getting the best out of people is knowing how to motivate them to work well. But not everyone will be motivated by the same things you are. So you need to know your staff well. You'll learn:**

- why it is critical to be able to motivate people
- how to recognise the signs of poor motivation or morale
- the factors which affect people's motivation, especially at work
- how to build motivating factors into the workplace and into the way you deal with people

## Course Numbers & Cost

### Group size

The programme works best with a maximum of 16 participants to make sure that there is plenty of interaction and that everyone has a chance to contribute and get involved in the activities.

### Course structure

The course lasts for **3 days**. It can be broken down into **separate days**, e.g. 1 day a week, if this is more convenient than running the course on consecutive days. However, it is important not to lose the momentum by spreading out the course over too long a period.

### Venue

The course is available to be run in – house at your own premises or at any other venue to be provided by your organisation.

**Cost: £2,950** plus travel and accommodation expenses as necessary.

**Remember** - this includes all pre – course discussions and follow up materials.

To discuss the programme or to make a booking, please ring me on  
0121 249 1306 or email [alan@trainofthoughtcourses.com](mailto:alan@trainofthoughtcourses.com)

# Testimonials

## **Some comments from this and other courses I've run recently.**

“ Course was spot on! Very interesting and engaging. It's really helped me think things through more with management issues. “

Alison Atkins

“ This course will enable me to develop my management role professionally and enthusiastically with a professional and positive approach. “

Lou Welch

“ I always find Alan's training insightful, detailed and, most importantly, fun! I always come away feeling that I've learned more about the subject and about myself. “

Nyasha Pitt

“ Provided a clear and practical framework for managing staff performance. “

Jill Nadolski

“ Thoroughly enjoyable and interesting course. Came away with a much clearer understanding of the importance of performance management using good techniques to motivate and encourage staff. “

Angela Strevens

“ Easy going, humorous approach to a subject not known for being interesting. “

Julie McCall

“ A truly inspiring event. Alan's passion for the subject shines through.”

Peter Cunliffe

“ Really enjoyed this course. Alan's style is relaxed and informal coupled with an excellent knowledge base around the topic. Great visuals and ensured all learning styles were addressed. Thank you!! “

Mel Rice

“ Well presented ideas supported by practical application. “

Anita Currie

# About Alan Matthews

**I'm Alan Matthews and I run Train of Thought, a training and coaching business based in Solihull in the West Midlands.**

I run courses and workshops to **help people to become effective managers** and to have more impact on the people they work with.

**I've been involved in learning and development for over 18 years** and have experience at senior levels in both the public and private sector.

**Before setting up Train of Thought, I worked for Deloitte**, a world - wide professional services firm, where I became Head of Skills Development for the UK Tax Practice.

**I was also a Senior Manager and a Tax Consultant**, so I know what it's like to manage individuals and teams and to work in a pressurised environment.

**Before joining Deloitte I was an Inspector of Taxes for a few years** ( we all make mistakes, I don't want to talk about it ).

**Before that I was a Primary Teacher** for 8 years, teaching English As A Second Language to 4 and 5 year olds.

**I have years of experience in analysing learning needs** and designing and delivering effective training solutions.

**I've spoken to large conferences, run small workshops and worked one to one.** I've run courses and seminars throughout the UK and in Europe. I've been a public speaker for over 30 years ( yes, I know it's hard to believe, but I started young ).

**I'm an accredited coach** and now help to train others in coaching skills.

**I've written numerous articles, booklets and e-books.** I've also appeared on the radio several times.

**If you want to work with someone who:**

- has a vast amount of experience in training and development
- has a passion for helping people and businesses to grow
- delivers training and coaching with enthusiasm, humour and rapport

then please give me a call on **0121 249 1306** or email:

**[alan@trainofthoughtcourses.com](mailto:alan@trainofthoughtcourses.com)**

