

# THE MANAGEMENT SKILLS ACADEMY 2019

*Do you have staff likely to be moving **into a supervisory role or into a management role for the first time?***

*Are your team faced with **new responsibilities and challenged to lead and motivate others to excel and achieve results?***

*Would you like to improve staff retention?  
**Last year alone, high levels of staff turnover cost British Industry £4bn.***

*Have you worked out that developing home grown talent is **far less expensive and time-consuming than sourcing externally?***

*Do you feel that it's important your company **invests in the next generation of management?***

**Then our Management Skills Academy programme is just what you need.**

---

## BENEFITS

Delegates will be able to:

- Become confident in their leadership ability
- Experience career motivation
- Gain a better understanding of different leadership styles
- Gain greater self-awareness
- Acquire practical tools and skills
- Build collaboration, teamwork and trust
- Recognise the accomplishments of others
- Apply their learning to their new role
- Identify opportunities to change and improve
- Create a stress free working environment
- Manage their work efficiently
- Coach their team to perform even better
- Build a stronger support network of fellow leaders

## OVERVIEW

Our 2019 Management Skills Academy is an inspiring and experiential 5 module programme of 1 & 2 day workshops, that will challenge every aspect of delegates thinking about management and leadership in both their business and personal life.

With five clearly defined learning modules, it has achieved great success and gained recognition as pioneering the way in developing new & aspiring leaders.

The programme will take each delegate on a developmental journey in which they will discover more about themselves; their skills, abilities, beliefs and limitations.

**BOOK 3 PLACES**

or more for 10% discount

To book your workshops contact:

M: 07857255556

E: [bookings@dunedinconsultancy.co.uk](mailto:bookings@dunedinconsultancy.co.uk)

## WHO IS IT FOR?

An opportunity for investment in people who are existing supervisors & managers and want to further their leadership skills, those new to management or who have the potential to move into a management role, or simply for any individual who has or will have responsibility for others

### 1. Delivering Knockout Customer Service:

Delivering exceptional customer service begins with the establishment of a service culture; one that rewards and reinforces exemplary customer-focused behaviours. This insightful one day workshop helps managers establish a strong internal service culture that is focused on exceeding customer expectations and improving sales and profits. **£199 +vat**

### 2. Coaching & Developing Your Team:

During this two-day interactive module discover the key techniques and methods a great coach uses to influence behaviour, transform individual performance, delegate responsibility, improve capabilities and deliver results. This 2 day workshop will develop supervisors & managers into more effective leaders of people; improving workplace communication, enhancing team engagement and driving profitability through greater efficiency & productivity. **£379 +vat**



### 3. Managing Conflict in the workplace:

Disagreements in the workplace, if not managed, will often have a hugely negative business impact, leading to poor employee engagement, a lack of motivation and morale, poor staff retention and a below-par performance. This highly participative module analyses the types of conflict that occur and sets guidelines for identifying and managing such situations in a professional & productive manner. **£199 +vat**

### 4. Managing Performance for Excellence:

Based on the principles of measurement, appraisal, action and review, this 1 day workshop will provide you with the skills to be able to help maintain and improve high performance and to deal quickly and effectively with underperformance in your business. A comprehensive performance management solution that will help you instill confidence in your team to be the best they can. **£199 +vat**

### 5. Effective Time Management Skills:

One of the most repeated phrases you will hear in workplaces up and down the country is “**we don’t have enough time**” – to which the response is often “**work harder!**” This module will help you manage your work and your time more effectively, eliminating the need to work extra hours, reducing stress and improving your productivity and efficiency. **£199 +vat**