

# First Line Management



## Programme Aim

- This programme is designed to develop the skills and understanding of Front line managers to effectively manage people, activities, information and resources within their organisations

## Programme Objectives:

- Understand the five key areas of management
- Managing Self, People, Customers, Information and Activities
- Understand process of strategic management thinking
- Analyse your business and set objectives to address key issues
- Understand, create and develop KPI's as a business health check tool
- Understand how powerful an asset people and people development can be

## Programme Overview:

### Understanding Management

- Understanding company structure and the influence of culture on decision making and work methods
- Impact of changes in the wider world on the organisation and the manager

### Managing Self

- Developing and organising yourself
- Managers role and responsibilities

### Managing People

- Managing teams
- Developing, motivating and maintaining discipline
- Techniques for Effective Delegation
- Developing and managing High Performance Teams





### Managing Customers

- Identifying internal/external customer expectations
- Increasing efficiency
- Examining outputs and quality

### Managing Information

- Problem Solving and Decision Making – effective approaches
- Recording storing and retrieving information
- Effective Communication – informing, persuading, influencing

