



# Management Excellence Masterclass Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-03-17

**End Date:** 2026-03-21

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** MAL

**Course Code:** MAL-84

## Syllabus

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## Course Syllabus

### Introduction

This programme has been designed for people already in a staff management position, or those about to take up an appointment, who want to review their management style, explore the latest thinking and models for effective management and leadership, and develop their skills to become excellent in their roles.

### Objectives

- Review their personal management style
- Investigate the differences between management and leadership
- Be able to build and develop high performing teams
- Analyse and put into action the latest research in employee motivation
- Learn simple but effective tools to manage performance

- TAKE CHARGE OF THEIR OWN CONTINUING DEVELOPMENT

## Contents

### Day One

#### Managing in the 21st Century

- Understanding the current working environment
- Personal style in managing
- Management and leadership
- Identifying core purpose and priorities
- Planning and organising
- New trends and developments in management, leadership and organisations

### Day Two

#### Developing Excellence in Teams

- Team goals and the importance of teamwork
- Working groups, teams and high performance teams
- Defining critical team roles and responsibilities
- Innovative problem solving and effective decision making
- Tools and techniques for team development
- Virtual and remote teams

### Day Three

#### Performance Excellence

- Understanding and influencing the factors that affect performance
- Creating clear goals and objectives
- The importance of how you do it as well as what you do
- Giving and receiving feedback
- Recognising and using motivational factors at work
- Building on strengths or eliminating weaknesses

### Day Four

#### Excellence in Communication

- The importance of clarity and effective communication
- Identifying personal style
- Developing style flexibility to handle different situations and people
- Handling difficult and conflict situations
- Dealing with cross cultural differences
- Using email and telephone communication to maximum effect

### Day Five

- **Understanding and managing change**
  - Taking charge of your own development
  - Action planning