Mastering Management Skills Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-12-15

End Date: 2026-12-19

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-90

Syllabus

Course Syllabus

Introduction

This programme is about exploring and mastering skills that will comfortably take delegates to the next level of competence. It begins with practical insights into leadership and behavioural styles and then quickly moves into core competencies needed in managing organisation, people and change.

objectives

- Clarify your role as leader and manager
- Know the importance of character in management
- Know the four dimensions of behavioral style
- Embrace six core functions of effective managers
- Discuss the ten key elements used by major organisations to achieve business excellence
- Understand how to implement a successful strategy

Day One

The Leader in You

- Taking a world view
- The value of management training
- Define the terms “leadership” and “management”
- The role of character in management
- The four dimensions and characteristics of behavioral style
- Your own behavioral style and the strengths of three other styles
- The functions of a 21st Century Manager

Day Two

Developing Personal Excellence

- Your personal operating system
- Maximising personal productivity
- Developing critical personal networks
- Getting the most out of meetings
- Establishing Direction
    - Developing ten key elements for business excellence
    - Analysing your organisation’s external environment
    - Understanding your market
    - Missions, visions and success factors
    - The impact of organisational culture
    - Ensuring regulatory issues are known and understood

Day Three

Encouraging Your People to Give Their Best

- Two main factors of leadership
- Recruiting and selecting people
- Establishing expectations
- Building capacity in your people
- Tracking and appraising performance
- Creative problem solving
- Introduction to teamwork

Day Four

Making the Best of Your Resources

- Your (non people) resources
- The cost of (poor) quality – getting things wrong
- Using technology to achieve maximum impact
- Exploring and managing risks

- Defining and managing business processes
- Creating innovation where you work

Day Five

Achieving Results your Customers will Value (Cont'd from Day 4)

- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work

Facilitating Change

- Managing Change
- Systems Thinking
- Organising for Change
- Post Course Action Plan
    - About the ILM assignment
    - My personal development
    - My organisation development