



HCT

Progressive, Innovative & Interactive Training



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Programme Details

Programme Title	Leadership and Management Skills
Duration	2 Days
Accreditation	Certificate of Attendance
Number of Learners on programme	16
Specific Entry/Access and Exemptions Requirements:	No Entry Requirements required for this programme
Who should attend this course:	For Supervisors, Managers and Team Leaders Looking at Improving their skills

Leading and Management Training

Programme Aim: To provide learners with the opportunity to develop the knowledge, skills and competencies necessary to become a successful leader and manager, looking at different leadership styles, motivational techniques, people management, challenging employees and team/group development.

Participants of this programme will:

- Maximise the impact of leaders in organisations
- Maximise commitment, loyalty and trust in your culture
- Maximise the impact that leaders can have on the organisation
- Discover what good leaders can help you achieve
- Greater resolution of problems
- More productive teams and happier staff
- Easier to manage employee relations
- Save time and money by optimising the way that managers handle grievances, conflict and discipline issues

Programme Content

- The role of the Manager
- Effective Communication, Effective Listening Skills
- Discovering motivational techniques and communication skills as a leader and manager
- Managing a team through action planning
- Developing personal responsibility for leadership in your team
- People Management
- Body Language
- Mirroring
- Working with challenging employees including conflict management
- Mood Management
- Personal influencing skills as a manager

Delivery Method	Buzz Groups, Experiential Learning, Self Directed Learning, Learner Centred
Certification Required	Learners will be required to demonstrate their understanding of the content of the programme through a range of tasks including role play, exams and practical assessments
Certification	On Completion participants will receive a Certificate of Attendance
Progression Route	FETAC Level 6 In Supervisory Management
Specific Support Available	A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme. HCT are committed to providing support to learners where/when it is required. In all cases, participants will have to complete a reasonable accommodation request, for more information.
Trainers	Our trainers that deliver this programme consists of industry professionals with a passion for training, this experience provides them with up to date industry practices, which is energetically delivered to learners.
Required fluency in generic skills	Generally learners engaging in learning activities are ready to take on a new task in a personal capacity or role. Learners can follow direction and are moving towards independent learning, Learners will have the ability to read basic short text in a non-supported environment and will be able to make sense of quantitative information within a familiar setting or unfamiliar task in a familiar setting.

Leadership and Management Certification of Attendance