



Managing Effectively

Benefits to individuals: *Help you get the best out of your employees*

Value for organisations: *Ensure that organisational objectives are translated into real results*

Staff need to be effectively managed if they are to produce the outputs required by an organisation. But when applied regularly and accurately an effective management process can also be motivational, forward looking and developmental for the appraisee - ensuring that goals are achieved, morale is kept high and staff turnover minimised.

Is this Course right for you?

This course is designed to give managers the interpersonal, management and communication skills needed to overcome barriers to success and raise your team's performance. A key feature of the workshop is 180° feedback from the delegate's team members, based on questionnaires issued as pre-course work. This very pragmatic approach means that the lessons learned and action plans prepared can be applied immediately in the workplace.

Once the course is completed you should be able to:

- Develop a performance description for your team members that clearly outlines job responsibilities and standards
- Design performance goals and action plans that will help your staff achieve or exceed performance standards
- Use positive reinforcement techniques to motivate your staff
- Counsel staff when performance deficiencies are identified
- Identify the most appropriate leadership style to use with each member of staff
- Recognise their current managerial strength and those areas for personal improvement
- Design action plans for self-development.

Course content:

- Management foundations and Team objectives
- Goal setting & action plans
- One to one meetings with staff
- Positive reinforcement & motivation
- Coaching
- Leadership style
- How to delegate
- Counselling for Improved performance

How is the course conducted?

The course conducted as a 2 day workshop (days are 1 week apart) session held at MaST's Melbourne location. The session is engaging and stimulating yet relevant to the audience in both style and content by including role plays, continual opportunities for discussion, and activities.

Our workshop groups are limited to 10 participants (a minimum of 6 is required), to ensure opportunities for individual attention and an enhanced learning experience.

You will be provided with a comprehensive course manual and ongoing telephone support from the team at MaST.

Course Dates: 17 & 24 Jun, 2 & 9 Sept & 17 & 24 Nov.

Price: \$950 + GST per participant

To book a **Managing Effectively** course, or to arrange **in-house training**, please call the training team on **03 9520 2599**, or email us at mast@mastaustralia.com.au to let us know how we can help you.