

# Management Courses

EVERYTHING the manager does counts: communication about training, set up, follow through, style of day-to-day communication, feedback and support, coaching and of course – role modelling.

Our training for managers is aimed at developing this and more.

Here is a flavour of the training courses available for managers:

**1.**

**Preparing to get the best team performance after training**

**2.**

**Different leadership approaches – do you know yours?**

**3.**

**Three leadership approaches in practice**

**4.**

**Engaging with your team – why, what and how**

**5.**

**Role modelling – a close look in the mirror**

**6.**

**Monitoring the team's progress with customer interactions**

**7.**

**Developing team's awareness, understanding, confidence and commitment**

**8.**

**Two types of feedback and best practice response approaches**

**9.**

**Feedback – managing different reactions and keeping on track**

**10.**

**Coaching level 1: The fundamentals and the skills**

**11.**

**Coaching level 2: Managing typical coaching scenarios**

**12.**

**Coaching level 3: Building the four qualities for top performance**