



Business Training Experts

First Line Management

Programme Overview

- Understanding the five key areas of management.
- Managing self, people, customers, information and activities.
- Understanding the process of strategic management thinking.
- Analyse your business and set objectives to address key issues.
- Understand, create and develop KPIs as a business health check tool.
- Understand how powerful an asset people and people management can be.

Programme Outline

Understanding Management

- Company structure, culture and work methods
- Impact of outer world on business and manager

Managing Self

- Developing and or-

- ganising self.
- Managers Role and Responsibilities.

Managing People

- Managing Teams
- Development, motivation, discipline.
- Effective delegation

- Developing & Managing high performance teams

Managing Customers

- Identifying Customer expectations.
- Increasing Efficiency

- Examining outputs and quality.

Managing Information

- Problem Solving and Decision making
- Recording, storing, retrieving information

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