

Developing AMSU Talent - Intro

Learning outcomes

Managers will be able to:

Identify the key factors in building a team

- ▶ Organisational cultures and structures
- ▶ Teams V groups
- ▶ Team communications
- ▶ Belbin team roles
- ▶ Tuckman's team development
- ▶ Forces for change in Student Unions and how to deal with reactions to change

Organise and delegate effectively

- ▶ Set performance objectives
- ▶ Make effective use of diverse skills
- ▶ Define power, accountability and responsibility
- ▶ Delegate and empower
- ▶ Feedback, recognition and reward techniques
- ▶ Problem solving and decision making

Communicate effectively

- ▶ Select communication media
- ▶ Active listening skills
- ▶ Assertive communication
- ▶ Introduction to emotional intelligence

"The single biggest problem with communication is the illusion that it has taken place."

George Bernard Shaw

This is a punchy introduction to management for new team leaders and managers.

Workshop style

- ▶ Plenty of management exercises (games)
- ▶ Discussion
- ▶ Case studies
- ▶ Lively and interactive

Impact on the organisation

A personal development plan which identifies how skills learned will impact on the organisation

Evaluation

Self assessed skills ladder one month after the course

Three day course

Regional venue