

## Managing with confidence

### Learning outcomes

**At the end of this program, participants will have:**

- ✓ **Better understanding of the role of manager**
- ✓ **Greater confidence in managing people**
- ✓ **Strategies for managing performance**
- ✓ **Enhanced feedback skills**
- ✓ **Techniques to effectively manage conflict**
- ✓ **Processes for maximising performance and diversity of teams**
- ✓ **Ideas and strategies for creating and maintaining a positive workplace culture**
- ✓ **A workforce plan**
- ✓ **A plan for ongoing leadership development**

### Content

**Management models and styles**

**Managing people and organisational needs**

**Managing for enhanced performance**

**Managing conflict and grievances**

**Team Development**

**Building positive and productive workplace environments**

**Workforce planning**

**Career and self-development**

Please note that this is an example only. All our workshops and courses are customised to meet your specific needs.