

# Essential Management Skills

Find out how to develop your management style and increase your personal effectiveness on this programme to help you lead teams and departments successfully.

## What will you gain?

- An understanding about what makes a successful leader.
- Enhanced skills at dealing with challenges.
- Ideas about how to motivate teams.
- Post-course assignment if you are interested in getting qualified.

## Who is it for?

The training is designed for team leaders or those aspiring for management roles. The programme provides useful support for the ICM Level 4 Collections Team Management and Level 5 Team Leadership units.

## What will it cover?

- 'Leading' v 'managing'
- Five key leadership secrets
- Resolving conflict quickly
- Dealing with performance problems
- Handling the 'awkwards' – the bullies, negatives and cynics
- Saying 'no' effectively
- Getting your message across – even when they don't want to hear
- Motivating the team – while staying motivated yourself
- How to set and achieve goals that really count

## Assessment

Questionnaire six weeks after training so you can check progress with your action plan.

**Duration** 1 day  
**Cost** £310 + VAT  
CICM member

£390 + VAT  
Non-member

**Code** S355

### Recommended next courses:

Collections Team Management

Negotiating and Influencing Skills

## Training options



Open training



In-company training

“ Feel more confident now about my own abilities. Also I know now how to deal with awkward/negative people! ”  
Team leader, Bank

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