

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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The Recognised Standard

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