



## MANAGEMENT SKILLS

### EMD's Focus:

Formulating business strategy & plans

Organisational restructuring

Commercial awareness skills development

Commercialisation

Performance measurement & management

Project Management

Remuneration options

Process re-engineering and continuous improvement processes

Team based work units

Consultative and bargaining processes

360° feedback

Training and learning processes

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### WHY MANAGEMENT SKILLS?

The focus is on understanding and effectively working with a broad cross-section of people.

Great managers know how to communicate organisational direction, inspire others to learn and grow, and can adapt their style to what is appropriate in their interactions with others.

Management Skills is a series of coaching modules that will help each person reach their potential as managers of others.

### LEARNING OBJECTIVES

The objectives of Management Skills are to develop managers to achieve competency in:

- Behavioural Styles
- Management Styles
- Communication Skills
- Presentation Skills
- Coaching Others
- Working with Teams
- Performance Management (Performance Agreements and Performance Appraisals)
- Problem Solving

### OUTCOMES

- Confident and efficient managers who communicate the direction of the organisation well and inspire their staff to make it happen.
- An organisational culture that values and creatively works with people

### CONTENT

- Behavioural Styles uses a behavioural model and participants gain greater understanding of own style and the styles of their colleagues. Potential conflicts between the different styles and their possible solutions are dealt with.
- Management Styles - different styles work with different people depending on their behavioural style and on their level of competency and experience.
- Communication Skills looks at what happens when using different styles of communications and focuses on hands-on experience in using a questioning style as opposed to a telling style.

### CONTENT CONT...

- Presentation Skills gives participants hands-on experience in putting their points across effectively and confidently.
- Coaching Others to excel and develop in the job is an important tool for all managers.
- Working with Teams looks at confidently running a team meeting, generating commitment from the team and ways to ensure a constructive work environment.
- Performance Management - this module has 3 aspects to it:
  - Developing performance agreements,
  - Using Team KPIs to generate action plans, and
  - Conducting effective performance reviews.
- Problem Solving - different tools for problem solving in a team context are examined and applied through exercises and role-plays.

### ACTION LEARNING

The Management Skills program is very hands-on with simulation exercises and role-plays that are constructed to give participants experiences that cause them to arrive at the key learnings.

### DURATION

The modules are run over a number of 1-day workshops.

### WHO SHOULD ATTEND?

- EMD tailors the Management Skills program to suit different groups of people.
- The EMD Management Skills program is recommended for Frontline and Middle Managers and Supervisors.

### WHAT NEXT?

If you are interested in more information about how EMD's Management Skills Program can work for your organisation, please give us a call on +61 2 8399 0011 and ask to speak to one of our consultants.

Alternatively, e-mail us at [info@emdgroup.com.au](mailto:info@emdgroup.com.au)

We can also give you references to other organisations, whose Managers have benefited from going through the program.