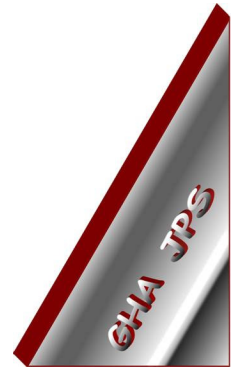


## OUTLINE PROGRAMME

### Managing Staff Effectively

- 1 Communication Skills**
  - a. Non verbal communication
  - b. Body language
  - c. Eyes (the 'mirrors of the soul!')
  - d. Verbal communication skills
  - e. Listening Skills
- 2 Assertiveness Skills**
  - a. A question of confidence
  - b. Assertion, non assertion and aggression
  - c. A word about 'Rights'
- 3 Leadership Skills**
  - a. Defining leadership
  - b. Key differences between managers and leaders
  - c. Coping mechanisms
  - d. Coping with power and authority
  - e. Qualities of a good leader
  - f. What makes a leader?
- 4 Time Management**
  - a. Effective or efficient?
  - b. Time Thieves
  - c. Procrastination
  - d. Delegation
- 5 Dealing with Disciplinary Matters**
  - a. Statutory discipline, grievance and appeals
  - b. ACAS Code of Practice
  - c. Why have disciplinary rules and procedures?
  - d. Dismissal and termination of employment
  - e. Recruitment and selection
- 6 Coping with Difficult People (And the Not so Difficult!)**
  - a. Motivation
  - b. What should I be aware of?
  - c. Insubordination
  - d. Arguments
  - e. 30 ways to love your staff
- 7 Coping with Stress**
  - a. What is stress?
  - b. What is work related stress?
  - c. Can stress affect health?



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