

professional development portfolio

Managing from Within the Team

Managers too often think of themselves as sitting above the people they manage, but in reality every manager is also a member of their own team.

This course helps managers working in industry to balance these two roles, manage their team's workload and delegate effectively. The course takes the learner through how to successfully communicate at different levels within the organisation as well how to avoid or else manage conflict within their team.

Managing from Within the Team enables learners to:

- Get the balance right between doing and managing
- Manage their time well and delegate effectively
- Be conscious of their responsibility as role model to the team and what it involves
- See how their behaviour can shape the behaviour of others
- Know when and how to offer help to team members
- Provide help to team members without taking over



Learning outcomes

Balancing personal workload

- How do I balance my own work with the needs of the team?
- How should I delegate?
- How should I balance my team's workload?
- How do I make sure I am effective?
- How should I manage my time?

Being a role model

- What is a role model?
- How can I be a role model?
- How should my team view me?
- How should I behave?
- How can I communicate?

Providing help

- How do I help when I have been asked?
- How do I help when I have not been asked?
- How do I help members of the team without taking over?
- What skills do I need to provide help?
- How should I deal with conflict within the team?

Target audience

This course is designed to appeal to people working in the industry at all levels, whether they manage others or wish to develop management skills as part of their personal and professional development.

Those in industry who are new to management or preparing to take on a management role will find that this course provides invaluable guidance on how to approach the role of manager within a team.

More experienced managers will value the opportunity to spend time brushing up on their skills and refreshing their approach to management.