

## Management Shapers

Motivational training for managers including managing teams & problem-solving

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LEARNING

ACADEMY

[www.thelearningacademy.net](http://www.thelearningacademy.net)

## Overview

**Create a learning culture where managers develop key business skills, capabilities and confidence.**

Our Management Shapers e-learning catalogue is specifically designed to deliver key business skills to managers.

With over 50 interactive e-learning programmes, Management Shapers covers a range of topics including: Advanced Communications; Improving Individual Performance; Creating Positive Working Relationships; Managing Yourself; Essential Communications; Managing a New Team; How to Make Agreements Work; Smarter Communications; and Problem-Solving for Decision Makers.

Each of our Management Shapers e-learning programmes uses high quality video and audio voice over to deliver and illustrate key learning outcomes. This ensures that learners can visualise and understand the meaning of the courses, significantly increasing the probability of them retaining the key messages and practices, and therefore of transferring them to the workplace.

Each e-learning course lasts between 10 and 50 minutes, and has an intuitive interface and quick, easy navigation. They include questioning at regular intervals to reinforce skills and consolidate learning. They also benefit from respected subject matter experts such as Professor John Adair as well as other authorities.

### Use our Management Shapers e-learning courses to:

- ★ help new and aspiring managers develop management skills;
- ★ help new managers tackle their roles more effectively from day one;
- ★ provide 'on-demand' learning for managers; and
- ★ help managers learn through example, with video demonstrations of key management and communication skills.

# Courses

## **Advanced Communication:**

- ▶ What is Assertiveness
- ▶ Assertiveness Skills and Techniques
- ▶ What is Conflict Management?
- ▶ Conflict Skills and Techniques
- ▶ What is Negotiating?
- ▶ Negotiating Step by Step
- ▶ Negotiating Skills and Techniques

## **Creating Positive Working Relationships:**

- ▶ How Individuals Differ
- ▶ Inducting a New Team Member
- ▶ If a Relationship Stops Working
- ▶ Developing Teamwork
- ▶ Creating and Using a Network

## **Essential Communication:**

- ▶ Speaking and Hearing
- ▶ Active Listening
- ▶ Active Body Language
- ▶ Questioning

## **How To Make Agreements Work:**

- ▶ What is a Contract?
- ▶ Identifying and Agreeing Requirements
- ▶ Negotiating and Reaching an Agreement
- ▶ Maintaining the Agreement

## **Problem Solving for Decision Makers:**

- ▶ Recognising Problems
- ▶ Problem Analysis
- ▶ Decision Making
- ▶ Making Sense of Information
- ▶ Presenting the Solution

## **Improving Individual Performance:**

- ▶ Setting Standards
- ▶ Monitoring and Appraising Performance
- ▶ Training and Developing
- ▶ Coaching and Mentoring
- ▶ Career Planning
- ▶ Recruiting
- ▶ Succession Planning
- ▶ Disengaging

## **Managing Yourself:**

- ▶ Time Management and You
- ▶ Making Time
- ▶ People
- ▶ Recognising Stress
- ▶ Dealing with Stress
- ▶ Where are You Going?

## **Managing a New Team:**

- ▶ Why Teams?
- ▶ Getting to Know Your Team
- ▶ Communication
- ▶ Encouraging Participation
- ▶ Trust and Motivation
- ▶ Establishing Responsibilities
- ▶ Agreeing Team Tasks
- ▶ Creating a Positive Environment

## **Smarter Communications:**

- ▶ Planning to Communicate
- ▶ Expressing Yourself
- ▶ What is Influencing?
- ▶ Influencing Techniques