



What you'll study on the Business & management skills course

Subjects will not necessarily be done in the order below.

Team management & motivation

- Introduction
- Leadership
- Responsibility of role
- Qualities of success
- Being a team leader
- Team dynamics
- Forming! The team begins
- Storming! The challenge of leadership
- Norming! Creating the flow
- Performance & team building
- Motivation
- The ten best ways to reward people
- Putting it all together



Time management & delegation

- Introduction
- Building a winning team
- What is time management?
- Different ways time can be wasted
- How time can be saved
- Techniques that work

- What is delegation?
- The positives of delegation
- The negatives of delegation
- The four cornerstones of delegation
- Putting it all together

Recruitment & interviewing skills

- Introduction
- Recruitment & interviewing skills
- The job description
- What is a person specification?
- Employment Law
- The Interview
- Closed and open questions
- Active listening
- Candidate assessment
- Putting it all together

Problem solving & decision making

- Introduction
- Problems & decisions
- Why and how problems occur
- Brainstorming
- Developing solutions
- The five stages of the problem solution process
- Being democratic
- Being the autocrat
- Putting it all together

Stress management

- Introduction
- What is stress?

- Anatomy & physiology in relation to stress
- The sources of stress
- The pressures that lead to stress
- The symptoms of stress
- Stress within the workplace
- Reducing stress
- Tools & techniques for stress reduction
- Putting it all together

Dealing with bullying & harassment at work

- Introduction
- Recognising bullying & harassment
- Bullying
- Harassment
- Discrimination
- The two types of behaviour
- Ways to overcome bullying & harassment
- Addressing issues in a positive manner
- Putting it all together

• Price:	£594.50 incl VAT - payment options
• Aimed at:	People needing business management skills
• Duration:	Flexible - around 3 - 6 months
• Accreditation:	ODLQC / ABCC
• Qualification:	Diploma

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