

# The Essentials of Good Management

**A One Day Course for Local Authorities,  
NHS & HPA staff**



Facilitated by: **Jackie Hawken, Solicitor,  
Psychologist and Life Coach.**

This intensive one day course explores how to better manage yourself, your time, your staff and those who manage you, with the aim of building more positive working relationships.

This course explores and defines good management, leadership and coaching.

The first part examines the characteristics of a good manager and the ways of adopting these in your working life. It then examines how to use the most useful elements of coaching and mentoring when managing staff. The course concludes with the opportunity to set definite goals and provides useful tips for future use.

The comprehensive course notes and the helpful exercises ensure that the participants will have a lasting reference to the skills learnt in the course.

Numbers are limited to 20 delegates to enable discussion and debate.

## **Session 1 – Introduction**

**What is good management?**

**The qualities of a good leader**

**The characteristics of a healthy career**

**How to deal with change**



## **Session 2 – Coaching and Mentoring**

**Working styles**

**Coaching others**

**Career anchors**

**Emotional Intelligence**

**Giving feedback**



## **Session 3 – Coaching and Mentoring continued**

**Building positive relationships**

**Communication skills & competence**

**Motivating & influencing**

**Effective questioning & active listening**



## **Session 4 – Conclusions**

**Goal Setting**

**Useful Tips**

**Discussion and Feedback**

**Questions and Answers**