



Administrator Development Programme

Time	9.30am to 4.30pm (Registration 9am)
Duration	4 days over 3 months
Who for	Admin staff KR5 & KR6 in CSS
Aims and Objectives	<p>To enable Administrators to develop their Supervisory/People Management skills to benefit the team</p> <p>Participants will demonstrate ability to;</p> <ul style="list-style-type: none">• Use Supervisory Skills more Effectively• Correctly focus during Supervision• Handle difficult people/situations with increased confidence• Carry out training and coaching on the job• Understand what motivates different people• Involve others when problem Solving• Understand how to get the best out of the Team• Manage the impact of change• Handle conflict situations positively• Understand how Strategic Management impacts on them
Learning Outcomes	The participants will be able to incorporate management knowledge & skills into their current role to enhance their value to the team
Content	<p>What skills do we need to Supervise effectively?</p> <ul style="list-style-type: none">• Handling People Problems• Setting staff clear objectives• Do's and Don'ts of Supervision• How do people learn?• Using the right learning style with the right person• Practical Steps in Motivation• Solving various problems – Generating Solutions• Your Role in the Team• Building the Perfect Team• Understanding the impact of Change



- Resistance to change reducing Resistance
- How do you handle Conflict?
- Dealing with Conflict
- Understanding the culture of the Organisation
- Cascading information through the Organisation

Facilitator

Sue Brett, Martello Training

To apply

Please send a completed application form to the Professional Development Unit (CSS), 1st floor, Kroner House, Eurogate Business Park, Ashford, TN24 8XU. Telephone bookings are **not** accepted.