

What is a Good Manager?

What do People Say About Your Management Style?

With a number of very different, and often poor, role models for management it is no wonder individuals struggle to understand what makes them a good manager. Most managers could not give you a clear idea of the 5 key qualities of a manager.

In the work environment it can be very difficult to get the balance right between dictating and supporting. As a result many managers are failing to get the best out of their people due to insufficient knowledge of the best management practices available to them.

This workshop is designed to dispel the myths that may exist around management and management style. The workshop is highly interactive with group discussion and facilitated learning sessions.

Delegates will discuss what is good and bad management and work through the issues of what people expect from them as managers and leaders of people.

The workshop will also look at tools that managers can bring to bear on their most pressing management issues to make them easier to deal with and hence be more efficient. Managers should expect to leave this workshop with a series of key tips for becoming more advanced all round managers.

Learning Outcomes

- **With the opportunity to discuss in small groups, delegates will be able to explore ideas and examine the potential success of different strategies**



- **Delegates will realise they are not alone with particular challenges**
- **Delegates will have the start of a tool kit to take them forward**

This workshop is suitable for all employees up to middle management.

Katie Day



Katie is a qualified Executive coach and guest lecturer of Business Etiquette at Warwick Business School, she is highly regarded in the fields of Equality, Personal Branding, Cultural Awareness and Corporate Social Responsibility.

Her background is predominantly in global banking, working with the European Bank for Reconstruction and Development from 1995 to 1999 running self development courses and guiding the Bank through the maze that is Diversity. In 1999 Katie joined Business in the Community working primarily with London city clients on Diversity issues, specialising in gender diversity. Katie also worked with clients on their corporate social responsibility agenda for 6 years.

Katie's clients include Kent County Council, The Bank of England, The National Archives and Inmarsat Global.

Equally as comfortable with small and large corporate organisations Katie brings a down to earth approach to very tricky subjects. She is passionate about bringing positive change to all individuals whatever their background.

Katie also has qualifications as a personal development trainer and image consultant.