

Management Fundamentals

As a manager, you're expected to provide direction, guidance, goals and feedback. You'll coach those around you while recognising and rewarding excellent performance. You'll deliver results. By doing all these things and improving your team's performance, you'll carry out an incredibly valuable role within the Civil Service. To help you achieve this, a new programme has been created: Management fundamentals. This programme is our vehicle for building the management capability we need for today and the longer term and is a critical component of our drive to deliver a 'Brilliant Civil Service'.

Description

Depending on where you work within the Civil Service, your specific managerial responsibilities may vary. However, the knowledge, skills and behaviours you need will be the same, whatever your role. These are reflected in the choice of 15 individual topics which make up the programme (9 are core and 6 are optional). These have been grouped into 3 modules, focusing on managing self; managing people and relationships; and delivering results.

'Management fundamentals' has been designed in consultation and collaboration with government organisations. It has been aligned to external management standards as well as to the Civil Service Leadership Statement and departmental management and performance management.

What does it involve?

Two versions of the programme are available; online and blended, both featuring the same 9 core topics and 6 optional topics. The online learning programme contains online tutorials, practical exercises,

reflective tasks and development activities. These bite-sized activities can be slotted in and around your work schedule, at a time and place that suits you.

The blended learning programme includes workshops alongside online activities. The workshops are important social learning activities that allow you to discuss and practice the learning with your peers and plan, alongside others, how you will transfer new skills back into the workplace.

The first module looks at how to manage yourself and become more self-aware. This is achieved by focusing on improving your emotional intelligence, a powerful capability that fuses together intelligence, empathy and emotion. The module concludes with the subject of delegation, considering how some managers struggle to let go of responsibilities while others may pass them off too easily. The second module considers your role in developing team members through coaching and feedback and by creating development opportunities for them. It also explores the importance of actively managing their performance, helping them to achieve their objectives and work to the required standard.

continued overleaf...



Management Fundamentals (cont.)

There's also the opportunity to explore the attitudes and skills required for holding effective feedback conversations; an integral part of allowing team members' development needs to be identified.

The final module looks at the role that managers play in delivering results – from three different perspectives. The first considers the impact that change can have on team members and how a manager can cope with this, to keep a team on track. There's also an operational angle with the opportunity to explore how projects are delivered within the Civil Service. There's a financial angle as well, highlighting the importance of understanding how public finances operate and acting accordingly.

What's the outcome?

By completing the programme, you'll develop a far keener sense of self-awareness. You'll be aware of how delegation can be a powerful people development tool, for example, knowing that delegating the right work at the right time is an ideal way of showing faith in team members' capabilities. You will also learn to listen to and control your emotions. Combined with a better reading of other people's emotions, this will help you make better decisions in the workplace.

You'll also improve your capabilities for managing and developing the people around you. In being more proactive in the development of your team, you'll allow team members to realise their full potential and help the Civil Service to retain more talented people. And finally, you'll be well placed to deliver better results in several ways. You'll know how to address the resistance your team members might exhibit during times of change and appreciate the importance of effective project delivery and the role that you – and your team – can play in achieving this.

Delivery method:



How to book

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