



Bowles is a leading **experiential** training provider in the South East. We develop businesses by helping their staff to become more effective. Our clients tell us that our delivery style and our courses are more effective than traditional, classroom-based learning. We focus on the results and ensure that you will be able to use your newly acquired skills as soon as you get back to work...guaranteed.

This qualification is a Chartered Management Institute (CMI) Level 4 Introductory Diploma in Management. It is intended for people who are considering a move into a management role or those who are new to such a role and have not received any formal management training. Although conventional classroom training is involved in this course, there will be plenty of opportunity to put learning into practice by taking part in simulated leadership tasks and mini-projects.

Aims	Learning Outcomes
<p>To help you learn, as a manager or aspiring manager, about:</p> <ul style="list-style-type: none"> • Developing your management style • Managing information and communicating • Focusing on customers and core marketing principles • Planning and managing resources • Recruiting and selecting staff • Maintaining and improving health, safety and quality • Working with others 	<p>On completion of this qualification you will know how to:</p> <ul style="list-style-type: none"> ▪ Prepare and carry out a personal development plan, with particular emphasis on management style and working with others. ▪ Analyse information, make a recommendation and present it effectively. ▪ Identify and plan to meet at least one stakeholder requirement, including specifying the required resources (physical/financial). ▪ Specify the personnel required to meet a specified objective. ▪ Promote one of the following - quality, health & safety or continuous improvement - taking account of any relevant major legal requirements. ▪ Manage yourself and others and promote staff development. ▪ Address poor performance.
Assessment	Study
<p>You will be assessed by assignments externally marked by the CMI tutors. Assignments are designed to test knowledge and understanding of the core content.</p>	<p>There will be seven taught sessions and you will be required to do some written work as well as some study of the course material away from the course itself. You will be required to complete an assignment which must be completed four weeks after the end of the course. The course tutors will guide and support you through your assignment and the assessment process.</p>
Duration	Training Venue
<p>The course content is delivered over two residential weekends. <i>Course includes full board accommodation, tuition from qualified, experienced tutors and all course materials.</i> <i>Delegates are expected to register for the course at 7pm on the Friday evening.</i> Cost (per person) £900 + VAT</p>	<p>Bowles Development Centre Sandhill Lane, Eridge Green, TN3 9LW</p> <p>Available Course Dates</p> <p>13-15th and 27- 29th November 2009</p>

Course Content

<p>Developing your management style:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • what 'management' involves at this level and what skills and knowledge are required by an effective manager • the importance of seeking feedback on your skills and knowledge • the need for clear objectives and how to set them • the importance of good delegation • the importance of developing the trust and support of others 	<p>Managing information and communicating:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • why good information management is important to any manager • the key information you need as a manager and how best to obtain it • how information is used to aid decision making • the main methods of communicating in today's world of management, including presenting information and facilitating meetings • the main legal and organisational requirements relating to the handling of information
<p>Focusing on customers and marketing:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • your role in relation to your organisation's goals and its clients, customers and stakeholders • the core principles of marketing 	<p>Planning and managing resources:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • how to plan to meet requirements and monitor progress • the importance of effective resource management • the range and use of physical and financial resources
<p>Recruiting and selecting staff:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • the recruitment and selection process, and the importance of fairness, objectivity and equality in the process • the main methods for specifying requirements and selecting personnel 	<p>Working with others:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • why and how people learn, the importance of people development in improving organisational effectiveness and the range of development activities available • the importance of agreeing objectives and allocating work effectively • why performance should be continually monitored and assessed • what poor performance is and possible approaches/solutions
<p>Maintaining and improving health, safety and quality:</p> <p>Understanding:</p> <ul style="list-style-type: none"> • the importance of health & safety and key principles for promoting a productive and safe working environment, taking account of the main legal requirements • the meaning and importance of quality and the core quality concepts, e.g. TQM • the importance of continuous improvement, the need for change and how people respond to change 	