Leadership & Management

Essential Skills in Management and Leadership

Course Details

Price

£475.00

Start date

1 October 2026

Length

2 half days (09:00-12:30) - 01 & 15 October 2026

CPD Points

7.00

Course Overview

This course is aimed at anyone who would like to improve their management skills, or an individual preparing to move into a management role.

This leadership and management course will help you to develop the essential skills for all leaders and managers. We will look at the different qualities you may adopt, techniques for coaching and motivating and your team, how to develop emotional skills, and how to maximise your use of your own time.

Content

Introduction to management and leadership:

- Understanding the difference between a manager and a leader
- Understanding a range of leadership styles, their benefits and potential impact on individuals and performance

- Choosing leadership styles based on workplace situations

Great leadership qualities and your personal capabilities:

- Traits of great leaders
- The role of trust and respect in effective team leadership
- Review of personal leadership styles
- Action planning to improve personal qualities

If course is being delivered on separate days, this section will also include delivery of a bespoke 360 degree feedback survey

The importance of communication:

- The importance of communication in the workplace
- Listening skills and the value of coaching
- Setting clear objectives and giving feedback.
- Dealing with conflict
- Transactional analysis: Parent Adult Child communication styles

Emotional Intelligence:

- What it is and is not
- The benefits of high levels of EI in and outside of the workplace
- Focus on recognition of emotions and their regulation
- Focus on empathy and its benefits
- Personal EI action plan for continual improvement
- Building positive relationships
- How to motivate the team using Emotional Intelligence
- Setting clear and motivational objectives

Benefits

By the end of the course, you'll feel more confident and better prepared to make the most of your personal capabilities so that you can get the most out of yourself and your team, including a focus on continual improvement to help you excel in your career.

Next Steps

If you would like to book a place on this course please click on the '**Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via **admin@gta.gg** or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Jill Clark

Jill is a qualified trainer and coach and holds a Diploma in Company Direction (Institute of Directors). Jill has over 25 years retail experience and was formerly Director of Customer Service at Specsavers. She is a Non -Executive Director of the Channel Islands Coop & Island FM and a Jurat in the Royal Court of Guernsey. Jill is experienced in leadership management, customer service, effective communication and retail best practice. Jill delivers Chartered Management Institute qualifications as well as coaching and mentoring. Jill can work with teams and individuals to improve their effectiveness and leadership skills, developing action plans to help individual unlock their potential, impact and influence in their personal and working lives. Drawing on leadership and experiences of working with individuals at every level, Jill is passionate about helping individuals be the best that they can be.