

### INTRODUCTION

Good team performance depends largely upon the quality of management. This course is all about managing your team successfully through positive and professional managerial practice. The course has been designed specifically for recruitment team leaders and managers who have responsibility for achieving results through others.

### AIMS AND OBJECTIVES

This very successful recruitment management course is designed to improve leadership skills and increase your knowledge of team tactics. It explains how to run a desk and at the same time get the whole team to hit target. Many leading agencies are successfully using APRC management training to recruit, retain and motivate more effectively. Whether you are relatively new to management or an experienced manager you will benefit from this course and move forwards with confidence. The course will cover how to coach and lead a winning recruitment team and involve the whole team to build a better agency. It also explains how different management styles make all the difference when it comes to getting commitment from every member of the team and how and when to use the different styles for positive results.

### COURSE CONTENT

#### TEAM TIME MANAGEMENT

- » How to manage a profitable desk whilst leading a successful team
- » Implementing successful team time-management

#### MOTIVATION

- » Understand how different people are motivated and how to get the best out of the whole team
- » How to tackle the problems of motivating team members who are difficult to manage

#### SETTING GOALS AND TARGETS

- » The process for setting goals and establishing methods for achieving them
- » Assessing individual needs and implementing action plans to get a positive response and results
- » How to get commitment and positive buy-in
- » Controlling the process by which goals are set and met
- » Ensuring the team is motivated to put plans into action with commitment
- » How to introduce and monitor individual and team action plans

#### COMMUNICATION

- » How to set up effective communication meetings
- » Implementing changes needed to achieve team success
- » How to tackle problems, consider alternatives and decide on the most appropriate solutions

#### DELEGATION

- » What to delegate and who to for improved morale and excellent results
- » What to delegate, and how to delegate it, whilst minimizing fears the team may have

### RESULTS

Being successful as a manager is immensely rewarding but also fraught with hazards that lead to problems. Managing a busy desk yourself and a team requires skills as well as instinct. Today's workplace is changing rapidly, solutions can soon become outdated and useless, but you are still expected to do everything flawlessly, from managing change to finding solutions to persistent problems, as well as supervising often diverse and sometimes demanding employees.

Delegates leave this course with the skills and techniques needed to become an effective and efficient manager. They are able to motivate their team, increase performance and productivity as well as improve the bottom line on a month by month basis.