

HousingNorthwest

Housing NW New Managers Course

Course Profile

The course will include the following modules over a two day period.

- Introduction – “So you are now a Manager”
- First steps and running a team.
- Communication Skills
- The Shadow of the Leader – Management style, personal impact and effectiveness
- Motivation, delegation and team building
- Staff Care, training and development
- Monitoring and mentoring, following through on staff appraisals and development
- Managing a customer focused team
- Discipline, disputes and conflict management
- Time management and goal setting
- Representing your team - reporting and presentations
- Personal Action Plan

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Housing NW is a partnership between Government Office for the North West, North West Housing Forum, 4NW, the Homes and Communities Agency, National Housing Federation (North) and Chartered Institute of Housing (North West Branch).