

Milestones to Success – First Line Manager course

Listed below are some of the skills and techniques which will form an important part in your success on the **Axio Development** First Line Manager course. They are organised into 5 categories – we refer to them as the milestones to success. So that you can identify the benefits you want to gain and to measure your progress tick the circles alongside the areas that you identify as being particularly relevant to you, then prioritise the 5 main areas in order of importance: 1 being the highest, 5 the lowest. Bring this page with you to the course.

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The role of a manager

- Understanding the key skills of management
- Recognising how best to manage different people
- Communication challenges and pitfalls
- Understanding and adapting your communication style

Organisation, planning and prioritising

- Time management skills
- Time logs and efficiency
- Prioritising the right things
- Organisational skills

Teambuilding and motivation

- Getting the best from different personalities
- Motivation skills
- Recognising and valuing the contribution of all team members
- Teambuilding for cohesion and success

Performance management skills

- Accountability and responsibility
- Monthly action plans for results
- Setting goals and objectives
- Handling underperformance

Delegation and decision making

- The process for delegating effectively
- Planning for delegation
- Effective problem analysis
- Decision making tactics

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What will progress in these areas allow you to achieve?