

| Management Development Programme | Content |
|---|--|
| <p>Insurance is an ever-changing and competitive environment; managers require a diverse set of skills, knowledge, attitudes and behaviours in order to effectively and confidently fulfil their roles.</p> <p>Our Management Development programmes are designed to enable managers at all levels not only to cope in a changing environment but strive for excellence, competitive advantage and best practice.</p> <p>A high level of commitment and participation will be required by all in order to maximise the benefits from this programme.</p> <p>All delegates will receive a 25+ page Insights Discovery Personal Profile as part of the programme.</p> | <p>Day 1: Planning for Success</p> <ul style="list-style-type: none"> • Getting focussed: Working to goals & objectives • Improving planning skills • Understanding how you work • Identifying areas for improvement • Personality profiling (Insights Discovery system) • Effective communication skills • Developing your assertiveness & self-confidence • Managing self & time effectively <p>Day 2: Managing and Developing People</p> <ul style="list-style-type: none"> • Identifying personal leadership styles • Difference between management & leadership • Recognising strengths & and developing individual's potential • Delegation • Motivating the team • Mentoring • Strategies for dealing with difficult people & situations • Improving team performance |