

Gro:

Management Excellence



05 Action Management

- Creating personal management plans
- Creating accountability processes
- Influencing others
- Impacting on the business



03 Managing people and performance

- The components of performance
- Setting performance standards
- Management style and flexibility
- Empowering others
- Coaching and mentoring
- Understanding motivation
- Feedback and performance conversations
- Managing effective teams



01 Self assessment

- Diagnosis of current performance
- Establish development needs
- 360 feedback process



06 Managing commercially

- Understanding the business operation
- Impacting on profitability and cash flow
- Creating financial accountability
- Effective client management



04 Managing change

- Creating a catalyst
- Managing stakeholders
- The personal and organisational impacts of change
- Change as a continuum
- Working with organisational culture
- Gaining and sustaining commitment
- Assessing and preparing capacity
- Building capability



02 Managing self

- Being a role model
- Personal effectiveness
- Planning and prioritising
- Resilience
- Personal impact
- Effective communication

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