



Business Support Manager

Level 5

This interactive and highly practical course is aimed at business support staff who are responsible for overseeing and line managing other staff members, and contributing through strategic insights, planning and operations management. The programme is designed for experienced business support managers, or those new in this role, and extends new managerial capabilities, such as performance management and coaching. The two days provides the essential toolkit to succeed as an administrative manager.

Course duration:

Two days, including comprehensive course materials, course booklet, refreshments and lunch.

Course costs:

Manchester: £1,500 + VAT
Discounts available for public sector/third sector organisations and multiple bookings.

Course dates:

For course dates, please check the website:
www.adamfidler.academy

At the end of this programme, delegates will:

- Know the role of the Business Support Manager (versus Executive Assistant, Personal Assistant or similar business support roles).
- Develop self-awareness and a critical approach to their work – as well as how to develop self-awareness within their team(s).
- Understand how to have critical and difficult conversations with team members that they supervise or line manage.
- Know how to mentor and coach others.
- Know how to give constructive feedback.
- Appreciate leadership and management and develop their own management style.
- Understand the requirements of line management and performance management.
- Be able to write and compose reports, executive summaries, strategy on a page and other executive documents.
- Appreciate and understand the impact of sound Governance in their role and on the wider organisation.
- Know what operations management is and how they can contribute towards the wider operations of the business.
- Learn how to manage projects with common project tools and take-away worksheets.
- Know how to build a team vision for their immediate team, leading by example.
- Focus on strategic awareness and developing strategic foresight, to elevate their understanding of the bigger picture and organisational goals.