



Certificate in Agency Management



How to get the most out of Training

Good Managers...

The key to training is to have a clear idea of what you want to achieve and use the training to achieve it:

Delegate well

Know that excellent recruitment leads to better team results

Don't avoid disciplining

Are excellent at delegating effectively

Understand the difference between leading and managing

Understand how to manage KPIs

SET A GOAL

Whether you would like to be more confident in disciplining, have better knowledge of SWOT analysis or just get better at managing your teams you can find the relevant content and follow it in any order.

If you decide to sit the formal qualification you MUST complete the full online course content to be prepared for your exam.

Before you start – why not think about how much you know or don't know currently!

HOW TO USE THE SKILLS ANALYSIS TOOL

- Book 15 minutes into your diary
- Read the ranking system, mark yourself 1* – 5*
Once completed, check it makes sense.
- Do the areas where the scores are high reflect where you excel and do the lowest scores reflect where you struggle?
- Review the skills analysis in 6 months time and see what has happened to the scores

Gain confidence

You can do this via a skills analysis

Topics to consider for training

MAKE TRAINING EASY

- 25 minutes per day
- You should work how you like to work. If doing an hour every 2 days works better for you – in a quiet room – then do that
- If you are happy grabbing 10 minutes between appointments – that's fine too

Make sure you **complete** each lesson so that you can pick up where you left off each time.

EXPAND your knowledge....Think about different scenarios to showcase your management skills....This will make the training more relevant.

- The underperforming team member.
- The change in law you had to coach
- How you currently hold morning meetings
- How you recruit and train new starters
- How you currently delegate
- Your team's' learning styles
- Your leadership style

Qualities of a Good Manager

This matrix is to help you identify why your current qualities lie within your management role.

Use this matrix tool to:

- Identify strengths and where there may be gaps
- Identify areas to guide staff development
- Define which training may be of use

HOW TO USE THE MATRIX

- 1 Decide who is going to complete the matrix - the manager, the employee or both. There are pros and cons to whichever one you choose.
- 2 Read the ranking system and come back to it when you are uncertain.
- 3 Once completed, check does it make sense? Do the areas where the scores are high reflect where you excel and do the lowest scores match where you struggle?
- 4 Are the right people with the right skills and knowledge doing the right tasks?
- 5 Assign those with the most needs to The Able Agent® online training and do the skills matrix again in 6 months and see what has happened to the scores.

RANKING SYSTEM

Score	Skill Level	Description
5 ★★★★★	Expert	• Fully capable, experienced and knowledgeable • Sought for help by others • Needs no assistance • Seen as a subject expert
4 ★★★★	Capable	• Capable and experienced • Demonstrates knowledge • Able to work independently with little help • Will be expert with more knowledge and time
3 ★★★	Adequate	• Able to perform routine tasks • Has some direct experience • Unsure of knowledge • Needs help from time to time
2 ★★	Basic	• Limited in knowledge • Cannot carry out critical tasks • Needs significant help from others
1 ★	Low	• Little or no experience or knowledge • Requires full supervision

Qualities of a Good Manager

Name _____ Date completed by _____

	★★★★★	★★★★	★★★	★★	★
Leadership Good managers lead by example and inspire their teams to achieve goals.					
Communication Effective communication, both listening and articulating ideas, is crucial for a good manager.					
Empathy Understanding and empathising with employees' needs and concerns fosters a positive work environment.					
Decisiveness Managers must make tough decisions and take responsibility for the outcomes.					
Problem Solving The ability to analyse problems and find practical solutions is essential.					
Adaptability Being open to change and able to adapt to evolving circumstances is key.					
Motivation Good managers motivate their teams through recognition, incentives, and setting clear goals.					
Conflict Resolution Handling conflicts professionally and fairly is a vital skill.					
Time Management Prioritising tasks and managing time effectively is important for both the manager and the team.					

KEY: Expert ★★★★★ Capable with good knowledge ★★★★ Adequate could do with more knowledge ★★★ Basic limited knowledge ★★ Low/unknown no knowledge ★

Qualities of a Good Manager

	★★★★★	★★★★	★★★	★★	★
Continuous Learning A willingness to learn and stay updated in their field is a hallmark of a good manager.					
Ethical Conduct Leading with integrity and adhering to ethical principles is crucial for gaining trust.					
Strategic Thinking Managers should be able to see the bigger picture and align their efforts with long-term goals.					
Delegation Understanding how to delegate appropriately.					
SWOT Analysis Understanding how to carry out SWOT for business services and property marketing.					
Holding Meetings Understand different types of meetings and how to hold morning or project planning meetings					
Upholding company brand values Are the company's brand values and processes clear enough so that you can implement with your team?					

KEY: Expert ★★★★★ Capable with good knowledge ★★★★ Adequate could do with more knowledge ★★★ Basic limited knowledge ★★ Low/unknown no knowledge ★

The Able Agent Lesson List

MANAGEMENT & LEADERSHIP

Principles of Management & Leadership ☐

Introduction to the Role of Manager
Qualities of a Good Manager
What are Daily Tasks of a Manager?
Features of Good Management
Leadership Vs Management
Understand the Application of Management
Leadership approaches
Features of Good Management & what makes a Good Manager
Leadership Styles are like Flavours of Ice Cream
5 Top Tips to Help You Excel
Mastering Daily Activities for Managerial Success
6 Reasons your Team Hates You
Being A Good Managers
Leaders Lead by Example

Ethics & Their Importance ☐

What is Meant by Ethical Practice
How can you meet Ethical Objectives
What is a Fit & Proper Person Test
Making Ethical Decisions
Why Ethics can Lead to High Standards

Managing the Team ☐

Getting to Know your Team
Honey & Mumford Learning Styles
Managing Team Dynamics
Psychological Safety
Managing a Team
Managing Change
Meetings
Stages of Team Development
Wellbeing for Managers
Equity, Equality & Diversity
Understand your Role in Supporting your Team

Managing Individuals ☐

How can a Manager Support Individuals to Perform Well
How to Monitor Performance of Individuals
Understand the Differences Between Skill & Will
Disciplining
Implementing more Formal Disciplinary Procedures
Handling Grievance
Help your Staff Cope with Your New Role
Performance Reviews
Staff Appraisal
Dealing with Conflict
Grievance Procedures

The Able Agent Lesson List

Managing Legal Compliance ☐

Why does Legal Compliance Improve Business Practice
DMCC Act (Formerly CPRs) & EA Act Selling Services
Digital Markets, Competition and Consumers Act (Formerly the
CPRs)
Managers Role Monitoring Legal Compliance
Business Protection from Misleading Marketing Regulations

General Law ☐

Overview
Contract Law & Ending Contracts
Managers Negligence & Law of Tort
Equality Act as an Employer
Health & Safety Legislation

AML ☐

AML Glossary
Introduction to Anti Money Laundering
The employers' responsibilities
Assessing risk and due diligence
The employees' responsibilities
Money laundering ID checks
SARs and Tipping Off
Politically exposed persons (PEPs)
Money Laundering and lettings
So when should you be suspicious?
Registering Overseas Entities
Sanctions and Lettings sanctions

Data Protection ☐

Data Protection UK GDPR
Data Protection in Practice

The Able Agent Lesson List

Managing Customer Service ☐

- Customer Service Starts with Communication
- Cause of Complaints
- The Importance of a Complaints Policy
- Complaint Handling
- Turning Complaints into Positive Reviews

Skills for Business Performance & Personal Development ☐

- Planning & Prioritising
- Setting SMART Goals
- Delivery of SMART Goals
- Procrastination
- How to Overcome Procrastination
- EAT THE FROG
- Time Management
- The Pomodoro Technique
- Benefits of Coaching
- Delegation
- Decision Making
- Problem Solving
- Data & Marketing

Managing Budgets, Data & Resources ☐

- Maximising Performance with KPIs
- How to Manage Budgets to Achieve Targets
- Understanding a P&L
- Budgeting
- SWOT for Business
- Data Protection Overview
- Data Protection For Business Owners
- Data & Marketing
- Prospecting
- How to Use Social Media for Business
- The Importance of Keeping Business Records
- Auditing Your Business

Managing HR & Relevant Legislation ☐

- Understand the Process of Recruitment, Employment & Termination
- Understand and Apply the Principles of Strategic HR
- Evaluate the Benefits of HR Planning

GENERAL ENQUIRIES
enquiries@theableagent.co.uk

TECHNICAL SUPPORT
support@theableagent.co.uk

SALES INFORMATION
sales@theableagent.co.uk

Contact: Charlotte Jeffrey-Campbell
Tel: 07866476191



Arbon House,
6 Tournament Court,
Edgehill Drive,
Warwick, CV34 6LG
Tel: +44 (191) 252 2700

www.theableagent.co.uk

* The Able Agent is a Registered trademark
* CePAP is a Registered trademark
The Able Agent is Registered in England Company Number: 11579467
VAT Registration 347089475

