



Developing your skills



How to improve Management Skills?

When dealing with students, you'll need to develop very strong people management and problem solving skills. It is important to understand what motivates people, because by understanding their behaviour you can adapt yourself and the work environment so that both you and the potential students are enriched. These notes aim to outline a simple approach to analysing how you can exert your influence to better engage with students.

WAYS TO IMPROVE MANAGEMENT SKILLS

Providing outstanding service to the potential students is probably one of the most rewarding yet challenging activities in your job. Also, as a consequence, your organisation will experience increased student satisfaction leading to increased student enrolment in courses. However, development of a top-notch people management and problem solving skills requires a concerted training effort and you must develop a high degree of tolerance and empathy for all students. Tools available include problem solving abilities, troubleshooting skills as well as adapting to a variety of personalities. You must also prepare for sometimes difficult or uncomfortable situations. Here are some valued tips:

- Maintain a consistent demeanour and attain positive results in each transaction. Whether face-to-face or on the telephone, each situation should end on a positive note, with a full resolution.
- Develop a friendly and welcoming approach. You need to be professional, friendly and courteous. Being direct, respectful and expressive helps to build a strong relationship with the student. You should be open, approachable, and

generally happy. This way you're far more likely to obtain a positive response from students.

- Use Courtesy. Use words like "Please", "Thank You", "May I help you", "How are you doing?", "Is there anything else I can do for you today?". Courtesy also extends to actions, not just words.
- Use the student's name. They'll realise you've taken the time to learn their name and feel really appreciated and respond appropriately. It's quite simple to do - Introduce yourself, and ask their name.
- Value each interaction individually. Modify vocal tones, body language and expression to reflect each customer's unique personality.
- Place the student first, with full focus on the task at hand.
- Speak in "layman's" terms. You should convey information without jargon which the student may not be familiar with.
- Listen effectively to the student. You should not only listen to what is being said, but the manner in which it's stated. Good listening skills will help you understand their main ideas and will also ensure that you provide appropriate answers to questions and understand the emotional clues that your student may drop.
- Use questioning techniques to find out more about the student's situation. Questioning often reveals the answer and solutions may often be offered in the information that is provided by the student.
- Build rapport with every student. First contact is extremely important! Speak in an upbeat and positive tone, enabling you



Developing your skills



to connect with potential students also build long lasting relationships. A lot of negative emotions like anger, sarcasm and impatience also get communicated through your tone, so it's important to avoid them. Your tone should reflect empathy and concern for the student.

- You should be committed and have a sincere desire to help your student. Your ability to ask the right kind of questions will be a key factor in providing an effective solution.
- Communicate information about courses and your organisation clearly. Be sure all aspects that the student has asked for are explained thoroughly to avoid any complications or dissatisfaction arising from unmet expectations.
- You need to adapt to the student's unique needs and changing circumstances. You should be open to change and be willing to take their feedback and act on it.
- Ask for feedback in a way that prompts more than superficial responses. Demonstrate your desire for honest opinions by asking proper questions. Superficial questions return superficial responses, while thoughtful, insightful open-ended questions result in honest, valuable answers.
- Thank students. A simple gesture it is, but one that can mean the difference between a new student and a disappointed potential student. Always find a way of letting students know how much they mean to your organisation.

FURTHER INFORMATION

- [Learn Direct](#)
- [Mind Tools](#)
- [Management skills](#)