

## **Continuing professional development**

### **The Solicitors Regulation Authority Management Course Stage 2**

Education & Training Unit  
Version 1

In addition to the compulsory seven-hour Management Course Stage 1, there is an optional five-hour element: the Solicitors Regulation Authority Management Course Stage 2.

The Solicitors Regulation Authority Management Course Stage 2 either can explore the issues raised in Stage 1 in greater depth or can cover new main topics (including the sub-topics) from the list below, at the same level as the modules originally covered in Stage 1.

It is possible for a project to satisfy the requirements of Stage 2; this option should be discussed with the course provider.

## **Content**

### **Managing finance**

- Establishing a management structure
- Gaining agreements to budget

### **Managing the firm**

- Assessing the pros and cons of change
- Developing an operating plan
- Developing a marketing plan
- Implementing and evaluating changes
- Developing a business plan
- Negotiating and agreeing the introduction of change

### **Managing client relationships**

- Maintaining supplies of goods and services
- Maintaining a productive work environment

### **Managing information**

- Forecasting trends and developments
- Recording and storing information

### **Managing people**

- Promoting equal opportunities
- Encouraging diversity and fair working practices

- Dismissing people
- Implementing grievance and disciplinary procedures
- Counselling
- Minimising conflict
- Coaching
- Acting as mentor
- Making people redundant
- Planning human resource requirements