

ESSENTIAL MANAGEMENT SKILLS

MAL026

COURSE DESCRIPTION

The success of a manager is measured not simply by his individual contribution, but by how well he gets the work done with and through others.

This 5-day training course provides practice in the skills every new manager must have to allocate resources, manage people and organize time and processes to achieve success.

COURSE GOAL

To enhance the participants' knowledge, skills and abilities necessary to understand how business trends affect the way they manage and identify the skills they need to keep up with these changes.

COURSE OBJECTIVES

By the end of this course, participant will be able to:

- State the key aspects of their role as a new manager, and demonstrate how to put these into practice
- Adapt his leadership style to meet the needs of individual team members
- Understand how to delegate
- Employ the coaching model.
- Identify the factors that motivate the manager and his employees.

WHO SHOULD ATTEND

New managers with one to three years of management experience in the private, public and not-for-profit sectors.

COURSE DURATION

5 Working Days

COURSE OUTLINES

1. Management, Organization And People
2. The Roles and Responsibilities of the Manager
3. Effective Communication
 - Different modes of communication.
 - Tools and skills necessary for effective communications.

- How to communicate the organizational goals.
- How to manage upward communication.
- How to run effective meetings.

4. The Steps to Take for Successful Delegation

- Importance of delegation as a key performance management skill.
- Benefits of delegating.
- How to assess your own comfort with delegating.
- Steps of successful delegation.
- Making delegation assignments.

5. Coaching as a Management Tool to Improve Performance

- Importance of coaching as a key performance management skill.
- How to discover your strengths as a coach.
- Techniques to improve performance effectively.
- How to coach a staff member.

6. Motivation: The Key Factors that Motivate the Manager and his Employees

- Classic models of Herzberg and Maslow.
- Causes of dissatisfaction in the workplace.
- How to discover the employees' motivations.
- How to capitalize on the employees' natural motivators for success.

7. Employees Performance Evaluation

- Importance of performance evaluation.
- Performance evaluation techniques.
- How to evaluate a staff member.

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