

The Complete Course on Management Training

Description

Introduction

This course presents a high level appreciation of the principles of effective management and the practices that generate commitment and productivity. Through the process of self study, education and reflection on experience, this course will enable delegates to widen their understanding of the Manager's role and apply practical strategies that will deliver immediate impact and improvement.

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Good management is the foundation that underpins successful organisations. Become the 'Communicating Manager' who instructs but listens; the 'Managerial Leader' that inspires and the 'People Developer' who generates employee engagement. If people management is important to you, get learn new skills or sharpen your current competence by attending this motivating and energizing course.

This course will feature:

- An evaluation of personal management style and its impact on performance
- Techniques to effectively manage conflict in the organisation
- Managing a culture of effective problem solving and continuous improvement
- Tools for effective self management, team management and 'managerial leadership'
- Recognizing individuality, managing diversity and aligning team performance

objectives

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

- Recognise their managerial strengths and set an agenda for development
- Employ a range of interpersonal skills to build engagement
- Deliver constructive feedback that motivates future performance
- Diagnose team performance and identify strategies for improvement
- Select and apply innovative ideas and techniques for problem solving

Contents

Day One

The Foundation of Management

- Management demands courage
- The first step: managing self
- Employing the right management style ate right time
- Accepting responsibility
- Accentuating the positive
- Having the courage to turn your ideas into action

Day Two

Dealing with Workplace Conflict

- Defining organisational conflict
- Understanding the causes of conflict
- The Thomas-Kilman Conflict Mode Instrument
- Managing individual differences
- Managing conflict for productive outcomes
- The creative benefits of productive disagreement

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Day Three

Managing Organisational Improvement

- Focusing on continuous improvement
- Diagnostic tools for organisational/team appraisal
- Organisational culture and its impact
- Overcoming and managing resistance to change
- Coping with risk and risk avoidance
- Measuring the success of improvement efforts

Day Four

Building and leading the motivated teams

- Characteristics of effective teams
- Characteristics of ineffective teams
- Managing the factors affecting team performance
- Empowering team development
- Utilizing team diversity
- Coaching to enhancing team competence

Day Five

Managing Problem Solving activity

- Balancing analytical and creative thinking
- Effective use of mind mapping
- Capturing the power of brainstorming
- Unlocking team potential
- Treating problems as challenges
- Action planning for future improvement

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