



Certified Professional Manager

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Who should attend?

Department heads, senior supervisors, managers and others who need to develop/sharpen their managerial skills.

Course Objectives:

By the end of this course, delegates will learn about:

- Define the various management functions and the type of skill associated with each.
- Decide when to use coaching and counseling in order to manage others effectively.
- Define the relationship between attitude and behavior and use it to motivate self and others.
- Use logical and creative approaches to solving problems.
- Differentiate between leadership and management and use such knowledge to improve overall results and motivation.

Successful candidates on this program will be awarded BTS Professional Certificate This program is also accredited by the Chartered Management Institute (CMI).

Course Outline:

An Art or a Science?

Changes Impacting the Job of a Manager

- Basic Managerial Functions:

- Planning
- Organizing
- Coordinating/Leading/Directing
- Controlling

The 6 Steps in Planning

- Managerial Competencies:

- Communication
- Planning
- Teamwork
- Strategic Action
- Problem-Solving
- Self-Management

Different Management Styles

- Factors that Influence Your Style
- Reasons Managers Fail
- Coaching, Counseling and Mentoring
- To Coach or to Manage
- Differences between Coaching, Counseling and Mentoring
- The Competency Iceberg
- Core Coaching Competencies
- What Does a Coach Do and How?
- **The 5 Powerful Words of Coaching (D.R.D.A.R.)**
 - Development
 - Relationship
 - Direction
 - Accountability
 - Results
- Motivational Secrets
 - The Hierarchy of Needs
 - Various Motivational Theories

- How to Motivate a Multi-Cultural Workforce

- Problem-Solving Skills
 - Barriers that Get in Our Way
 - A Rational Approach to Problem-Solving
 - Problem Analysis Supplementary Tools
 - The 6 Thinking Hats for Creative Problem-Solving

- The World of Leadership
 - Leaders: Born or Made?
 - Leadership versus Management
 - Characteristics of a Leader
 - The 6 Leadership Styles
 - The 7 Habits of Highly Successful Leaders