



The Essentials of Management to Achieve Management Success

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Course Summary:

This course offers a comprehensive overview of good management practice for those new to supervision. This course introduces delegates to the variety of skills needed to be successful and offers insights into how to personally manage the transition from being a 'technical expert' to supervision and management. If you are new to supervision or management this course offers a compendium of ideas which will impact your practice immediately.

Managing people is not easy, it is challenging and the early experiences of newly appointed managers can be marked with anxiety, stress and insecurity. A good start therefore becomes critical to build confidence in today's increasingly competitive business climate. This course will feature:

- The essential tools for effectively managing people
- Using the performance management process profitably
- How to build a high performing team
- The manager as a communicator and coach
- The 4D Management model: direct, delegate, develop and deliver

Who Should Attend?

Team Leaders, Managers, Superintendents, HR Officials, T&D Personnel, General Supervisors, Executives, Supervisors, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, OE Champions, Chief Executive Officers, Directors, Company Secretaries, Presidential Advisors, Ministerial Advisors, Board Advisors, Chief Financial Officers, Board Members, Heads of Department, Directors of Human Resources, Directors of Business Development, Strategic Advisors, Senior Managers, Project Directors, Engineers, any person needs to acquire managerial and leadership skills

Course Objectives:

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

- Appraise and select supervision tools that "fast track" performance
- Identify personal strengths and identify areas for potential development
- Comprehend and utilize the value of the performance management process
- Build personal credibility through good communication and influencing skills
- Create and monitor personalized action plans for self, others and the team

Course Outline:

The Foundations of Management

- Understanding the working environment
- Making the transition into management: new skills, fears and expectations
- What Managers Do? Key competencies and behaviors
- Identifying your management style
- The mistakes new managers make and how to avoid them

Performance Management

- A focus on Continuous Improvement
- The role of performance management in organizations
- Establishing and measuring SMART objectives
- Planning, preparing and conducting successful performance reviews
- Management behavior and outcomes

Building High Performing Teams

- Creating the Highly Effective Teams
- Appreciating team roles and diversity

- Team audit: exercise to evaluate current team performance
- Problem solving in teams; team exercise for creative decisions
- Change management and why individuals resist

Motivating and Engaging Your People

- How to give feedback: a tool for development and progression
- Handling difficult conversations
- Coaching for personal and team success
- Communication skills for coaching and management
- How to Motivate yourself and your people

Managing Priorities and Delegating Deliverables

- What are my key deliverables?
- Managing Time Effectively
- Delegate to motivate
- Personal management SWOT analysis
- Action planning for future improvement