



Effective Management Skills

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Introduction

Management plays a vital role in the success of business. Manager's responsibility is to contribute to the development and implementation of business objectives in order to achieve stability and growth of the organization. Manager's role helps the administration of business strategies carried out by the senior management, their immediate staff, and everyone else within the organization.

Who Should Attend?

- Managers, Supervisors, First Line Managers, Team Leaders and anyone who will ever need to manage others, either socially or commercially.
- Anyone who does have to set up goals and objectives and measure performance of others.
- Anyone who is involved in managing human resource issues in any organizational context.

Training Methodology

The programme is carefully designed to address all styles of learning and to fully engage participants through the use of program materials, exercises, case study, and discussions of relevant organizational issues. Lectures and discussions are either preceded or followed by powerful individual or group exercises.

Course Duration

The course is designed in six modules, as outlined below, of total of 30 hours, run over five days. Days and timing to deliver the program can be arranged according to the requirements and time convenient to the client.

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration

Course Objectives:

This training course provides participants with the essential management tools and techniques for successful execution of their managerial role and responsibilities.

In particular, at the end of this program, the participants will be able to:

- Recognize their managerial professional role and responsibilities
- Be familiar with and practice key management skills
- Apply management skills and techniques to practical situations
- Develop personal action plans for implementing ideas at work.

Course Outline:

Module 1: The Role and Functions of the Manager

- Clarifying The Role and Responsibilities of a Manager
- Job Description
- Process of Management
- Planning
- Goals and Objectives Setting

Module 2: Communications

- Fact Finding
- Listening Skills
- Questioning Skills
- Planning and Structuring Fact Finding Sessions

Module 3: Managing Meetings

- Deciding Why Meeting
- The Roles in Meetings
- The Process of Meeting Management
- What is an Effective Meeting?
- Coaching Sessions

Module 4: Monitoring and Control

- Why Monitoring and Control
- Monitoring and control Methods
- Monitoring and control Techniques

Module 5: Team Motivation

- What is motivation?
- Team Motivation
- Team Leadership

Module 6: Stress Management

- What is stress?
- Sources of stress
- Strategies for dealing with stress