



Effective Strategies for Management and Communication Skills

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Introduction

This diverse and powerful management development program explores divergent viewpoints and provides forums to debate and discuss complex issues while still being able to run your firm smoothly. In this course attendees will come up with deeper comprehension about relationships between themselves and others. They will have better abilities in transferring their ideas, and should learn how to communicate with people from different cultures and backgrounds effectively. It also covers the most fundamental strategic management techniques for the development of an organization.

Who Should Attend?

- Managers
- Team leaders
- Business people
- Merchants
- Anyone interested in communication skills and strategic management

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

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

Course Objectives:

- Learning the fundamental management strategies
- Being able to influence others
- Giving advice for better presentations
- Developing process and plans of an organization

Course Outline:

DAY 1:

- Enabling and Managing change
- Strategy, structure and organizational performance
- Process improvement
- Strategy development

DAY 2:

- Influencing skills
- The pure styles of management influence
- The influencing model
- Assertiveness
- Delegation
- Building inner confidence

DAY 3:

- Short term and long term objectives
- Making strategies work
- Competitive analysis
- Culture and strategy implementation
- Assessment tools

DAY 4:

- communication in meetings
- Developing your team
- Motivating and rewarding your team
- Managing different groups of workers
- Talent management

DAY 5:

- Priority based budgeting
- Planning and Structuring
- Time management
- Managing e-mails effectively
- Interpersonal communication skills
- Communication in person
- Communication in writing

DAY 6:

- Creating shareholder value
- Re-imagine customer-supplier relationship

DAY 7:

- Negotiation, persuasion and influence
- Building support for your projects
- Strategic alliance
- Decision making models

DAY 8:

- Communication across cultures
- Understanding others better
- Difficult communication situations
- The impact of ethics and values

DAY 9:

- Presentations
- Body language
- Effective listening techniques
- Emotional awareness
- Barriers to effective communication

- Giving and receiving feedback

DAY 10:

- Conflict resolution
- Mediation skills
- Dealing with criticism
- Managing stress
- Relaxation techniques