



**Advanced Management:
Motivation, Strategic
Planning, and Creative
Problem Solving**

Website: www.btsconsultant.com

Email: info@btsconsultant.com

Telephone: 00971-2-6452630

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Introduction

In today's world middle and senior level managers are faced with increasingly complex responsibilities. In order to meet this challenge they must be continually sharpening their management skills. This programme will focus on the management and leadership skills necessary for success in today's fast changing business environment. In this programme you will learn how to:

- Manage and motivate people more effectively
- Create and harness the power of high performance teams
- Understand and effectively utilize strategic planning techniques
- Negotiate for positive results
- Utilize the Baldrige performance criteria as a standard of excellence and benchmark for your organization

Who Should Attend?

This programme is specifically designed for professional in all areas of operations who seek to manage the process of change and improve the performance of their area of responsibility. It is an opportunity for all professionals to advance their 'management thinking' and keep abreast of the most modern concepts in management. It will be of benefit to all Professionals, who are:

- Responsible for organizational improvement
- Concerned with achieving standards of excellence
- Interested in enhancing their management skills
- Interested in enhancing their leadership skills
- Who have responsibility for strategic planning
- Who have responsibility for team leadership

Training Methodology

Participants will learn by active participation during the programme through the use of a wide variety of instructional techniques. There will be group exercises to allow for a "hands on" approach to learning. Instructional films will be utilized to present

"best practices" approaches. In addition there will be in depth discussion of critical success factors.

Course Objectives:

- Consider methods for improving management performance
- Gain insights into the successful implementation of teams
- Study the techniques of strategic planning
- Develop their skills in the area of negotiating
- Analyze the Baldrige award criteria for excellence
- Examine the application of management best practices

Course Outline:

Module 1 - People Management

- The importance of sociotechnical management
- Techniques for effective communication
- Motivating for results
- Enhancing your coaching skills
- Empowering employees for improved performance
- Characteristics of a successful manager

Module 2 - Leading Teams

- Obtaining the benefits of teamwork
- Characteristics of ineffective teams
- Characteristics of effective teams
- Managing conflict in a productive manner
- Understanding team member styles
- Creating a virtual team

Module 3 - Strategic Planning

- Analyzing the strategic planning process
- Achieving competitive advantage

- Utilizing dynamic SWOT analysis
- Focusing on vision and mission
- The importance of contingency planning
- Examples of strategic success and failure

Module 4 - Negotiating for results

- Gaining insight into the negotiating process
- Characteristics of an effective negotiator
- Developing negotiating strategies
- Employing persuasive negotiation techniques
- Achieving the benefits of effective negotiating
- Negotiation exercises

Module 5 - Operational Excellence

- The Malcolm Baldrige quality award-standard of excellence
- Lessons from the best performing companies
- Benchmarking your operation against the best
- Creating employee commitment
- Managing continuous improvement

Creating the high performance organization