



Mastering Management & Relationship Building Skills.

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Course Summary:

This practical, interactive and participative BTS training course will enhance your management skills in order to motivate your team members by projecting a charismatic and inspiring approach to your role. With practical insights into managerial and behavioral styles, you will explore the core competencies needed in effectively managing in an organization, managing people and managing change. This Mastering Management Skills training course will give delegates:

- An assessment of their managerial style
- Clear direction for action in their areas for improvement
- The skills and knowledge to take their performance up to the next level
- The management tools and techniques to create effective change

Who Should Attend?

- Individuals who have some experience at the supervisor/manager level and are ready to take more management responsibilities
- Individuals who are being groomed to make the transition from supervision to management
- Managers who are looking to improve their managerial competencies
- Those who have been appointed to manage a change initiative

Personal Impact

Delegates who attend this Mastering Management Skills training course will learn to take responsibility for helping their team members to build the personal capacity needed to increase productivity and business results. Delegates will learn how to channel their skills and motivation into improving their key performance factors. Delegates will leave the training course with new insights into their preferred management and behavioral styles. Every delegate will have renewed confidence and energy to implement their personal action plans developed on the training course.

Training Methodology

Mastering Management Skills offers a training course which is highly interactive and gives everybody an opportunity to exchange views and learn from each other's experiences. This BTS training course also includes a range of case studies, management games and simulations, discussion exercises, self-assessment instruments and video training films.

Organizational Impact

1. Develop awareness and specific skills for effectively building high quality professional relationships.
2. Develop awareness and skills for minimizing damage from low quality, corrosive professional relationships.
3. Build a logic for building and managing organizations with relational capability as an organizational strength.

Course Objectives:

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

- Clarify your role as manager
- Know the importance of character in management
- Know the dimensions of behavioral style
- Embrace core functions of effective managers
- Discuss the key elements used by major organizations to achieve business excellence
- Develop your core managerial style to inspire your team
- Understand how to implement a successful strategy
- Understand the need to take responsibility for leading change
- Understand how to be a Champion of Change

Course Outline:

Day 1 - The Leader in you

- Taking a World View
- The Value of Management Training

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- Define the Terms "Leadership" and "Management"
- The Role of Character in Management
- The Dimensions and Characteristics of Behavioral Styles
- Your Behavioral Style and the Strengths of the Others
- The Functions of a 21st Century Manager

Day 2 - Developing Personal Excellence

- Your Personal Operating System
- Maximizing Personal Productivity
- Developing Critical Personal Networks
- Getting The Most out of Meetings
- Establishing Direction:
- Developing Key Elements for Business Excellence
- Analyzing Your Organization's External Environment
- Understanding Your Market
- Missions, Visions and Success Factors
- The Impact of Organization Culture
- Ensuring Regulatory Issues are Known and Understood

Day 3 - Encouraging Your People to Give Their Best

- The Main Factors of Leadership
- Recruiting and Selecting People
- Establishing Expectations
- Building Capacity in Your People
- Tracking and Appraising Performance
- Creative Problem Solving
- Introduction to Teamwork

Day 4 - Making the Best of Your Resources

- Your (Non-people) Resources
- The cost of (poor) quality-getting things wrong
- Exploring and managing risks
- Minimizing environmental impact
- Using technology to maximize impact
- Achieving results your customers will value
- Focusing on customers

- Defining and managing business processes
- Creating Innovation where you work

Day 5 - Achieving Results your Customers will Value

- Facilitating Change
- Managing Change
- Systems Thinking
- Organizing for Change
- Post Course Action Plan