

€ TRAINING

Mastering Management





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Introduction:

This training program is a comprehensive training designed to enhance participants' managerial skills and leadership capabilities. It covers a wide array of topics essential for effective management. Through a blend of theoretical knowledge, practical exercises, and real-world case studies, participants develop the proficiency and confidence needed to excel in leadership roles and drive organizational success.

Program Objectives:

At the end of this program, the participants will be able to:

- Describe the effect of the external and competitive environment on their organization.
- Select appropriate methods for measuring and managing performance.
- Describe their organization's culture and climate and their effects on performance.
- Link human resource management to strategic objectives.
- Consider a range of approaches to the delegation.
- Select appropriate strategies for influencing and motivating others.

Targeted Audience:

- Managers.
- Leaders.
- Supervisors & Team leaders.
- HR staff.
- Employees who want to aim great managerial skills to grow their career.

Program Outlines:

Unit 1:

Strategic Orientation:

- Strategic context: the external environment.

- The new business reality.
- Predictable trends in business.
- Competitive forces.
- Stakeholder analysis.
- Strategic resources and constraints.
- Creating a compelling strategic vision.
- Creativity and change.

Unit 2:

Managing Resources and Performance:

- Aligning vision, aims and objectives.
- Performance measurement.
- From measurement to improvement.
- Coaching process to correct poor performance.
- Coaching to challenge.
- Self-coaching and the power to change.
- Coaching and influencing upwards.
- Risk and its management.

Unit 3:

Organisational Behaviour and Human Resources:

- Organizational form: Culture, climate, values and norms.
- Team and group dynamics.
- Assigning responsibilities.
- Deputize to free up time.
- Fundamentals of human resource management.
- Appraisal and reward.

- Learning and development.

Unit 4:

Key Management Competencies: Prioritisation, Time Management, and Delegation:

- Balancing the important and the urgent.
- Setting personal goals.
- Creating time from nothing.
- Batching and how it can win back time.
- Income-producing activities.
- Getting things done through other people.
- Delegation and empowerment.
- Management case study.

Unit 5:

Linking Management to Leadership: Influence, Motivation, and Trust:

- Negotiation and persuasion: the pillars of influence.
- The secret six in business negotiation.
- The nature of motivation.
- The trust bank account.
- Ethics.
- Personal leadership style.
- Balancing work and home life.