

€ TRAINING

The Competent Manager





The Competent Manager

Introduction:

This training program is designed to equip individuals with the foundational skills and knowledge necessary to excel in managerial roles. Through a combination of theoretical instruction, practical exercises, and case studies, participants develop the confidence and competence to effectively lead teams and achieve organizational goals.

Program Objectives:

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

- Develop their understanding of the skills and competencies required by competent managers.
- Gain insight into various management approaches, including different leadership styles.
- Learn how to effectively manage both teams and individuals.
- Understand strategies for managing and developing teams.
- Explore the significance of negotiation, influencing, and persuasion in effective management.
- Develop a plan for their continuous professional development.

Targeted Audience:

- Managers.
- Supervisors & Team leaders.
- Human resources department.

Program Outlines:

Unit 1:

The Role of The Competent Manager:

- Identifying the skills and competencies required by the role.
- Understanding how management has to adapt to the culture.
- The new business reality and impacts on managers.
- Building a professional development plan.

- Creating business culture within our team.
- Creating minimum behavioral standards.
- Risk, reward, and motivation.

Unit 2:

Discovering The Difference Between Management and Leadership

- Reviewing alternative approaches to management.
- Establishing your leadership and management style.
- Identifying the impact your leadership and management style has on your team.
- Learning that personality styles and assigning responsibility are linked.
- Understanding the mindset of your staff.
- Time management.

Unit 3:

Understanding The Performance Management Cycle:

- Identifying and agreeing on individual and team objectives.
- Ensuring everything is in place for excellent performance.
- Monitoring performance.
- Reviewing performance and giving feedback.
- Effective questioning techniques.
- Silent coaching to improve individual performance.
- Listening a managers greatest weapon.
- 4 quadrant model of motivation.

Unit 4:

Identifying Stages of Team Development:

- Understanding the difference between a group and a team.
- Different team roles and their contribution to a successful team.

- Identifying and planning effective team development.
- How to present our ideas to the team.
- Communication tools for managers.
- The relationship bank account.
- Deposits and withdrawals.
- Creating a culture of recognition and the recognition formula.

Unit 5:

Negotiation Styles and When They Might Be Appropriate:

- Influencing your line manager, colleagues and customer.
- Identifying appropriate opportunities and strategies for persuasion.
- Negotiation secrets to help you win.
- Letting the other person Save face.
- Case study of elite negotiators.
- Continuing development schedule.
- Readers are leaders.