



TM108: The Management Essentials: Effectively Communicate, Delegate & Manage Priorities to Achieve Management Success

Training Description:

Management is a challenging task and making a good start becomes critical to build confidence. However, many newly appointed to the role begin with a very limited understanding of their duties and responsibilities and frequently have little awareness of the interpersonal skills required to manage people effectively. The “people factor” is the most daunting of management activities. Whilst most employees will be supportive and positive, others may be unpredictable and difficult. Thus, emerges the people paradox; there are your greatest strength but equally may prove your biggest problem. In this context it is not surprising that the early experiences of newly appointed managers can be marked with anxiety, stress and insecurity.

This intensive training course offers a comprehensive overview of good practice for those new to supervision but is equally of value to managers who have been in role for some time but to receive any formal training. It will inform, educate and entertain. Delegates will be introduced and offered broad scope to practice a variety of skills and techniques essential to management success and manage the transition from being a ‘technical expert’ to that of supervision.

If you are new to supervision or management, this course offers an array of fundamental tools that will positively impact your practice immediately. It will enable you to be “the manager that others want to follow” by learning strategies to manage the diverse tasks and people that you will encounter in your working situation.

The course will highlight:

- Understanding the psychology of people and their diverse motivations and drivers
- Essential tools for building trusting relationships
- Performance management and beyond; Prioritising accountabilities, deliverables and results
- Building and leading a high performing team to exceptional performance
- The manager as a communicator and coach
- Employing 4D Management principles: Direct, Delegate, Develop and Deliver

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Select and apply techniques that engage people, build potential and raise performance
- ✓ Review and enhance current strengths; Adopt and applying new skills and practices
- ✓ Demonstrate a range of interpersonal techniques that engage and motivate employees
- ✓ Build personal credibility through focused communication, persuasion and influencing skills
- ✓ Create and implement structured goals to generate immediate impact on self and team

Training Designed for:

This course is intended for employees that are about to progress into supervision or management, current supervisors who are interested in building their management skills, team leaders, site, operations and production supervisors, first time managers yet to receive any management training, young employees identified as ‘high potential’ future managers.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ **Foundations and Fundamentals – Direct, Delegate, Develop, Deliver**
 - Making the transition into management: New skills, fears and expectations
 - Current research trends and thinking
 - The global working environment: Changing perceptions and new demands
 - What Managers Do? Responsibilities, Accountabilities
 - The Boss I want to become - Competencies and Behaviours
 - Common mistakes that managers make and how to avoid them
 - Psychometric review of personal management strengths

DAY TWO:

- ❖ **Performance Management – Managing Self and Other**
 - Personality and impact on management style
 - Managing my communications network to its full potential
 - The drive for continuous improvement and how to respond
 - Clarifying Organisational and Team purpose
 - Management by objectives: Beyond the SMART objectives
 - The Dreaded Appraisal: Conducting successful performance reviews
 - Management behaviour and outcomes

DAY THREE:

- ❖ **Managing the Dynamic Team – A Focus on Outcomes**
 - Creating the Highly Effective Teams
 - Stages in team development and the manager’s role
 - Generational issues, diversity, challenge and harnessing potential
 - Team audit: exercise to evaluate current team performance
 - The wisdom of many beats the knowledge of one: Problem solving in teams
 - Team momentum and the management of change

DAY FOUR:

- ❖ **Motivational Mindsets – Performance = Motivation + Competence**
 - Motivational Engagement: Scope, Support, Connection, Voice
 - Communication that builds Trust: Connect, Convince Convey
 - Constructive feedback and handling difficult conversations

- Coaching for personal and team success
- Review of practice: How well do I motivate my people?
- Ten things the great boss does every day!

DAY FIVE:

❖ Managing Priorities – Focus, Influence and Deliverables

- Personal management skills: SWOT analysis
- What are my key deliverables?
- The Golden Rule of Management: Achieving goals through the effort of others
- How well do I delegate? Reflection and intent
- Communicating with impact to inform and influence: Easy as ABC
- Action planning for future improvement

❖ Course Conclusion

❖ POST-TEST and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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