



# MANAGEMENT SKILLS

## For Newly Appointed Employees

## Course Introduction:

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As people progress in their career and are promoted they soon realize that new skills are required to manage other people and to lead teams effectively. This program will provide a framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

- The key team leadership and management skills, and when to use them
- How to motivate and coach teams to higher performance

## Course Objectives:

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- Understand the difference between managing and leading
- Explore the main drivers of leadership and management success
- Understand the key leadership and management skills, including:
  - goal-setting and motivation
  - impact and influence
  - customer service
  - emotional intelligence
  - delegation
  - time management
  - listening, feedback, appraisal and learning
  - managing conflict and challenge
  - performance management
  - reporting up (how to manage your boss)
  - profit and loss
  - coaching for performance
  - change and transition
  - personal development

## Who Should Attend?

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This program is designed specifically for those who are new to team First-Line Management, leadership and management, or who have recently been promoted to a higher level or a bigger team. It will also help anyone who wishes to refresh and develop their team leadership and management skills.

- First-Line Management
- Team leaders (new and experienced)
- Technical staff making the transition to management
- Supervisors who wish to increase their effectiveness
- Team leaders interested in further management development
- Managers who wish to evaluate and improve their performance

## Course Outline:

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### Leadership

- The history of leadership
- The difference between leadership and management
- How leadership drives performance
- The leadership cycle: daily, weekly, monthly, ...
- Leadership toolbox: the key leadership and management skills
- Personal leadership inventory.

### Being a First-line Management Today

- Myths about Supervision
- First-line Management Key Tasks
- Essential Skills for Supervisors
- Responsibilities and Challenges
- Problems Supervisors Encounter

### Leadership Purpose

- Vision and mission
- Purpose and potential
- Presentation skills and personal impact
- Mindset and resilience
- How to create alignment: personal, team and business goals
- Connecting with customers (internal and external).

### Creative Interpersonal Problem-Solving

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics

- Key Conflict Management Skills

### **Team Power**

- Mindset and motivation
- Limiting beliefs and other brakes on performance
- Emotional intelligence and influence
- Teamwork and trust
- Deep listening
- Reflection and learning

### **Orientation and Positive Discipline**

- Perceptions During Orientation
- Orientation and Follow Up
- Use of Progressive Disciplinary Practices
- Types of Reinforcement
- Applying Reinforcement Strategies

### **Team Performance**

- Effective delegation
- Coaching for performance: theory
- Coaching for performance: practice
- Team coaching
- Mission control: managing people and projects
- Time management and profit

### **Communicating Effectively**

- The Communication Process
- Approaches to Interpersonal Relationships with Employees
- Ten Commandments of Human Relations
- Developing Effective Listening Habits
- The Value of Feedback
- Techniques in Providing Feedback
- Guidelines for Assertive Communication

### **Managing People and Change**

- Theories of change: why we find change hard / how to make it easy
- Giving and receiving feedback

- Difficult conversations and conflict
- Working relationships (managing up and down)
- Leadership and management skills: summary
- Personal development plans

### **Motivating your Workforce**

- Definitions of Motivation
- Myths about Motivation
- Motivation and Performance
- Different Workable Motivational Theories
- The Theory in Motivation
- Building a Motivational Environment

## **Course Certificate:**

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**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## **Course Methodology:**

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**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

## **Course Fees:**

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**To be advised as per the course location.** This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Timings:

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### Daily Course Timings:

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|---------------|----------------------------|
| 08:00 - 08:20 | Morning Coffee / Tea       |
| 08:20 - 10:00 | First Session              |
| 10:00 - 10:20 | Coffee / Tea / Snacks      |
| 10:20 - 12:20 | Second Session             |
| 12:20 - 13:30 | Lunch Break & Prayer Break |
| 13:30 - 15:00 | Last Session               |

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