KTI SEMINARS

EFFECTIVE MANAGEMENT SKILLS

Course Description

Leadership, delegation, motivation, communication, and vision are key components that make up an effective and successful manager. In this training course, participants will be exposed to the best practices and behaviors to help them build these components, leverage powerful techniques for getting best from people, and use proven management models to design a blueprint for personal success.

Course Objectives:

- To apply core management behaviors and techniques to deliver results
- To use leadership skills to inspire and unite employees within the organization
- To motivate people and build successful teams
- To communicate effectively verbally in all situations with all manner of People
- To communicate with, motivate and empower your team

TARGET AUDIENCE: CEOs, Directors, General Managers, Project Managers, Officers, Government Officials and Policy Makers, Consultants and Advisors, Heads of Departments, Senior level Managers, Team Leaders, Principal Managers, Administrators, Public and Civil Service Personnel, Individuals, ETC.

MODE OF WORKSHOP (DELIVERY)

PowerPoint presentation, Case study, Discussions, Training manual and Hands-on Exercises

Course Outline:

Module 1: Strategic Business Planning Skills

- An overview of Planning
- Understanding the Environment within which we operate
- The SWOT Analysis
- Defining your Strategic Plan Framework
- Role of Stakeholder Analysis in Planning

Module 2: Best Practices of Contemporary Management

- Establishing a sense of Direction
- Adopting a continuous improvements mindset
- Empowering people for high performance
- Importance of Management Identity
- What kind of manager do you want to be?
- Applying a Model for Management Excellence

Module 3: Working with People More Effectively

- ❖ Understanding Behaviors (Different People)
- ❖ The Critical Importance of your Attitude
- ❖ Valuing our Differences and Adopting to Others
- ❖ Working Effectively with Others

Module 4: Managing With Emotional Intelligence (EI)

- Five Characteristics of an Effective Manager
- Knowing Yourself – Developing Three Key Intrapersonal Skills
- Working with others – Applying Integral Interpersonal Skills
- Applying Emotional Intelligence day-to-day

Module 5: Understanding Leadership Styles

- Leadership and Management
- Analyzing Leadership Style
- Your Leadership Strengths and Areas for Development

- Your Leadership Action Plan

Module 6: Essential Communication Techniques

- Preferred communication channels, methods, and styles
- Deliver bad news in a manageable way
- Say 'No' with tact
- Develop active listening skills to control difficult/challenging reactions
- Give effective feedback that gets results
- Eliminate negativity from the work environment

Module 7: Building Productive And Winning Team

- Team Building Stages
- Team Roles & Resources
- Setting Ground Rules
- Decision Strategies
- Goal Setting and Problem Solving
- Monitoring Team Results

Module 8: Coaching & Mentoring

- Principles of Coaching & Mentoring
- Developing Coaching and Mentoring Skills
- Building Coaching & Mentoring Relationships
- Conducting Coaching Sessions
- Internal & External Coaching and Mentoring
- The Art of Delegation

Module 9: Problem Solving and Decision Making

- Using a logical approach to decision making
- Effectively Managing workplace disruption
- Create strategies that widen staff involvement in problem solving and decision making
- Managing Challenging Behavior

Module 10 Motivating Individuals for Performance

- Principles of motivation
- Avoiding Top Demotivators
- Motivation techniques to use with your team
- Matching motivators to Individual Expectations
- Developing and Applying a motivational Strategy

Module 11: Applying Your Management Style

- Starting with the End in Mind
- Creating Momentum and Flexibility in your Team
- Crafting your Personal Approach to Management
- Taking Action to implement Your Personal Goals