

Employee Growth- A Three Day Course

Management Essentials

Management Essentials for Maximum Efficiency and Great Results

WHO SHOULD ATTEND?

Managers and top talent at all levels in the organization that want to learn and improve their management competency so that they can get the very best results from their leadership, teams and colleagues in pursuit of maximum effectiveness, efficiency and great results.

COURSE DESCRIPTION

Effective management of individuals and teams is an on-going process required to develop and drive the organization's strategy that allows a business to achieve its objectives, considering its capabilities, constraints, and the environment in which it operates. Mastery of the management process is vital for effective leader and leadership and driving business growth.

Management Essentials is a proven approach to management development that considers the role of a manager as well as a leader and the five essential tasks required for managerial efficiency and effectiveness, being planning, organizing, staffing, directing and controlling. The program gives particular attention to management style and approach as it is these areas that we often find management practice fails. The program takes a holistic view of management and introduces the delegate to the knowledge, skills and attitude required to behave effectively and confidently as a great manager of people and high performance teams.

The program is well researched, knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

COURSE OBJECTIVES

By the end of this course delegates will be able to:

- ✓ Determine effective management
- ✓ Determine the difference between a manager and a leader
- ✓ Determine the manager's role and responsibilities
- ✓ Determine the essential tasks required to become an effective manager
- ✓ Identify the challenges in taking on a managerial position and recognize the how to overcome these whilst delivering business goals and objectives
- ✓ Recognize and develop key management skills
- ✓ Practice new knowledge and skills learnt before returning to work
- ✓ Produce drive to self-develop in management
- ✓ Produce positive impact on the overall performance of each delegate and the organization

COURSE CONTENT

DAY 1 • MANAGEMENT – PLANNING, ORGANIZING AND STAFFING

Management

- What is Management?
- Why Effective Management is Important to Your Business
- Challenges of Being an Effective Manager

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Your Role as a Manager

- Leader versus Manager
- Situational Leadership Style

Management Competency

- *Exercise:* Construct a skills matrix for a manager
- *Activity:* Complete a self-assessment questionnaire. Result establishes the individual's major strengths and weaknesses in management that will be used later as a basis to set a personal improvement goal.
- Overcoming Your Limitations

Management Process

- The 5 Key Tasks of Management
 - Planning, Organizing, Staffing, Directing and Controlling

Planning

- Planning Levels
- Planning and Your Plan
- Planning Process
- Understanding Your Situation: SWOT Analysis
- Problem Solving: Fishbone Analysis (Ishikawa), 5 Whys (Toyota)
- Generating and Evaluating Options

Organising

- Organisational Structure
- The Role of Systems
- Job Descriptions

Staffing

- Your Resources
- Be Strategic With Your Workforce

DAY 2 • MANAGEMENT – DIRECTING**Goal Setting**

- What is a Goal?
- The Effect of Setting Goals on Individual Performance
- Effective Goal Setting
- SMARTER Goals
- Stretched Goals
- Limitations

Action Planning

- Understand Tasks and Information Required to Reach Your Goal

Getting to Know Your Team

- Identifying Personality
 - Emotion/Assertiveness
- Levels of Acceptance and Influence

Delegation

- What is Delegation?
- Delegation versus Empowerment

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- SMART Delegation
- *Video:* Motivation

Communication

- What is Communication?
- Communication Dynamics
- The Significance of Vocal and Non Verbal Elements in Communication
- Non Verbal (Body) Language
- Active Listening
- Communication and Trust

Managing Conflict

- Resolving Conflict and Dispute
- Managing Conflict Assertively
- Assertive Behaviour

DAY 3 • MANAGEMENT – CONTROLLING AND HIGH PERFORMANCE

Management Control (Performance Management)

- Management Control
- Why Management Control is Important to your business?
- Challenges of Management Control

Control Process

- The 4 Stages of Control
 - Establishing Standards, Measure, Review and Correct
- Metrics and Key Performance Indicators
- The Benefits of Effective Control

Performance Review (Appraisal)

- The Significance of Giving Feedback on Performance
- Coaching Performance
 - What is Coaching and What it is Not!
- Why is Coaching Important to Your Business?
- GROW Model and Approach
- The Powerful Questions
- Speed Coaching: In the Moment Coaching

High Performance

- Leading and Building High Performance
- Performance and Managing Change
- Reasons Why Change Often Fails
- Build on Change

Key Learning Review

- Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their management competency back at work.

IN ADVANCE

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

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The most appropriate training format, content and approach for this course will be discussed with you prior to the start of your course.

ON-TRACK FOR GROWTH

The individual leaves this program with a **personal action plan** to encourage immediate transfer of training to the job.

EVALUATION TO ENSURE CONSISTENT QUALITY

All our courses are evaluated at Kirkpatrick's Reaction and Learning levels as part of our quality control process as follows:

Level 1- Reaction- Training Course Evaluation Form

This training course evaluation form is used to maintain and improve the standards of our training courses.

Level 2- Learning- Pre and Post Training Test

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question "Did people learn what we wanted them to learn from the training?" This test is run at the beginning and at the end of this training course.

The Whole Thing can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

Please contact **The Whole Thing** to explore the many ways that we can help you.

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