

Effective Management

Duration: 1 Day

Method: Instructor-Led

Course Description

The world of business is increasingly becoming centred about the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. In order to perform the job well, the manager must understand the different roles of everyone involved in the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface. This course will help you gain an understanding of the basic fundamentals of becoming an effective manager for your team.

Target Audience

This course is intended for:

- Business professionals who are either at the managerial level, or are interested in becoming team leaders.

Course Objectives

Upon successful completion of this course, participants will be able to:

- Determine the roles that a manager must fill on a team, and explore the key areas of personal development.
- Discover how to detect silent messages through body language and other means of nonverbal communication. You will also bolster your listening skills through active listening.
- Discover ways of identifying problems, prioritizing problems, and implementing solutions effectively.
- Empower your workgroup through delegation and coaching.
- Discover the stages of team development and examine the need for regular team meetings.

Course Content

Lesson 1: Developing as a Manager

- **Topic A:** The Role of an Effective Manager
- **Topic B:** Personal Skills Development



Course Content, *Continued*

Lesson 2: Communicating Successfully

- **Topic A:** Speak Without Talking
- **Topic B:** Manage Better by Listening
- **Topic C:** Assert to Achieve

Lesson 3: Creating Successful Solutions

- **Topic A:** Identify the Core Problem
- **Topic B:** Solve Problems Creatively
- **Topic C:** Implement Solutions Decisively

Lesson 4: Empowering Your Workgroup

- **Topic A:** Delegate for Results
- **Topic B:** Coach for Achievement
- **Topic C:** Evaluate Staff Performance

Lesson 5: Cultivating Great Teams

- **Topic A:** Create an Invincible Team
- **Topic B:** Inspire Team Success
- **Topic C:** Team Briefings for Success
- **Topic D:** Resolve Conflicts Positively

Appendix A: Project Roles

Appendix B: Updated Team

Appendix C: Delegating for Results — Task List

Appendix D: Email Conflict

ACTIVITIES INCLUDED

