

SSM 85 – FIRST LINE MANAGEMENT

The environment of current business requires an increased focus on practices and skills in planning projects and work, properly organizing tasks and one's work to improve productivity and delegating work to empowered staff. Businesses and indeed, all organizations, find themselves needing more productive methods of planning, more appropriate goals and effective means of accomplishing work. A focus on using productive best practices allows for effective and efficient management of work and making changes in the organization.

The course is designed to give participants an understanding of several management methods, processes and procedures, as well as practice on several key management techniques. The principles used are easily adapted to an organization's or individual's work assignments. The course presents a methodology of common, standard management techniques using a simple theoretical foundation and enhances learning with practical activities so students can develop knowledge and skill to manage more effectively and efficiently.

WHO SHOULD ATTEND?

The course is designed for anyone who desires to **learn practical management techniques** that will assist them in developing good planning techniques, using skills to organize themselves and others and developing effective delegation skills. The course is appropriate for those who are responsible for managing any type of group or team or those who want to learn some skills to be able to better manage their work.

COURSE CONTENTS

Session 1 - Creating an Attitude to Change How We Plan and Organize Work

- Overview and context of organizational change
- The impact on planning and organization
- Identifying a standard of excellence in the organization, team and personal work
- Review of management processes and skill areas
- Using a planning process to set goals and get projects started

Session 2 - Importance of Planning Management

- Integrating goals, scope, work structure and management planning
- Identifying initial resource requirements
- Identifying risk techniques that affect work assignments, priorities and deadlines
- Communication that responds to who, what where, when, how, why
- Understanding the importance of quality planning in work assignments

Session 3 - Delegation, Personal Organization and Setting Priorities

- Using planning to ensure task priorities are established
- Planning for time management, scheduling and meeting deadlines
- Using proper delegation skills to empower staff
- Improving communications and listening skills
- Planning for delegation responsibility and authority

Session 4 - Planning Effectively with Your Team

- Identifying skills required to obtain the help of others
- The importance of group skills to achieve team success
- The importance of interpersonal skills in making personal and team decisions
- Empowering the team through delegation and empowerment
- The importance of effective communication in team relations

Session 5 - Developing Personal and Team Change Plans

- Innovation and improvement for personal and team change
- Identification of change processes and human change
- Techniques to set personal and team change goals
- Dealing with people who do not want change
- Developing an action plan for personal and team change