

## **SSM 87 – MANAGING RESOURCES**

The level of competition in current business environments requires a focus on practices that assist in management of personal and work group tasks, priorities and projects. All types of organizations need to find more productive means to offer their products and/or services, so goals are established and tasks assigned to better meet customer and stakeholder needs. A focus on the use of productive practices allows for effective and efficient management of project work, establishing priorities and meeting deadlines and is an important part of customer service.

### *WHO SHOULD ATTEND?*

The course is designed for a person who desires to learn practical management techniques that will assist them in completing work tasks, establishing and maintaining priorities and meeting deadlines for work and projects. The course is appropriate for new management professionals, and to anyone who have an interest in management position.

### *PROGRAMME CONTENTS*

#### **Session 1 — Introduction of Work Task Concepts**

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- Objectives and responsibilities
- Direction and competences
- Direction and coordination
- Planning
- Control

#### **Session 2 — Importance of Planning in Management of Work Tasks**

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- Integrating a scope, work structure and management plan in assignments
- Identifying initial resource requirements and task durations
- Identifying risk techniques that affect work assignments, priorities and deadlines
- Communication that responds to: who, what, where, when, how, why
- Quality planning in work assignments

### **Session 3 — Setting Priorities and Deadlines in the Work Schedule**

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- Establish task priorities
- Planning for time management, scheduling and meeting deadlines
- Integrating the functions into a final work plan
- Using techniques to track project priorities and deadlines
- Ensuring tasks are completed timely and completely

### **Session 4 — Cooperation, Teamwork and Delegation**

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- Cooperation and teamwork
- The importance of delegating in completing work tasks
- Communicating the project's priorities and deadlines
- Identifying interpersonal work styles
- The importance of effective communication in completing a work task

### **Session 5 — Using Interpersonal Skills to Personally Manage One's Work**

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- Learning the working styles of work group members
- Using diverse behaviour styles to meet personal goals and schedules
- Learning techniques to use communication for success in a work assignment
- Understand the characteristics of effective work groups
- Identifying techniques to assess personal and work group performance