

The Effective and Productive Manager

INTRODUCTION

In order to survive and thrive in today's competitive environment, professionals in all business functions need to ensure their energies and competencies are at maximum efficiency and effectiveness.

This programme helps participants to achieve this by promoting a healthy work-life balance and the abilities needed to achieve superior business results.

WHO SHOULD ATTEND?

- Professionals in key organisational roles who need to revitalise their energies and develop personal excellence, in order to meet the demands of modern day organisations

PROGRAMME OBJECTIVES

- Manage their workload through better self knowledge, personal planning, increased assertiveness and more effective delegation
- Develop their personal network through improved relationships with team members, colleagues, customers and suppliers
- Focus on the need for continuous improvement by defining and reviewing current processes and procedures
- Anticipate and solve problems both individually and as part of a team using both systematic and creative thinking
- Prepare for improved leadership in their area(s) of operation
- Understand the impact of organisational culture on motivation and morale
- Build and develop high performing teams
- Participate more fully in their organisation's drive towards business excellence
- Take action for the right reason, at the right time and in the right way

TRAINING METHODOLOGY

The instructors acknowledge individual differences in learning styles through the use of multiple training techniques - these include lecturesses, role plays, case studies, psychometric questionnaires, group discussions and films.

PROGRAMME SUMMARY

This programme provides a safe and stimulating environment in which participants can review their personal values, knowledge and skills and plan for both a more balanced lifestyle and personal excellence at work.

PROGRAMME OUTLINE

DAY 1 - Effective Self Management

- Applying the principles of emotional intelligence
- Understanding your personality style

- Maintaining and replenishing your energy
- Dealing with stress
- Avoiding procrastination
- Your personal action plan

DAY 2 - Managing your Work Relationships

- Working effectively with your boss
- Working effectively with colleagues
- Empowering your people
- Delegating decision making downward
- Utilizing effective communications
- Productive management of meetings

DAY 3 - Improved Productivity from Process re-design

- Thinking out of the box
- Focusing on continuous process improvement
- Managing the process of change
- Harnessing the power of technology
- Reducing the paperwork burden
- Overcoming obstacles and resistance

DAY 4 - Effective problem solving

- Balancing analytical and creative thinking
- Effective use of mind mapping
- Capturing the power of brainstorming
- Breaking the ten mental locks
- The four roles of the problem solving process
- Treating problems as challenges

DAY 5 - Unleashing organizational productivity

- The importance of corporate culture
- Understanding sociotechnical management
- Focusing on performance vs. procedure
- Changing the rules
- Embracing continuous improvement
- Setting challenging performance goals

DAY 6 - Preparing to be a Leader

- The power of effective personal goal setting
- Raising your personal standards
- Evaluating your present beliefs
- Directing your brain for optimum results
- Harnessing the impact of your values
- Designing your destiny

DAY 7 - The Power of Motivation in a healthy culture

- Harnessing the power of shared vision
- Building an atmosphere of trust
- Creating support for honest, open communication
- The critical impact of mutual respect
- Motivation by understanding and meeting human needs
- Gaining the benefits of Maslow's hierarchy of needs

DAY 8 - Situational Leadership

- New concepts in managerial leadership
- Critical skills for effective leadership
- The various roles a leader must carry out
- Choosing the appropriate style of leadership
- Effective decision making and problem solving
- Productive methods for performance improvement

DAY 9 - Managerial Skills Development

- Building effective teams
- Dealing appropriately with conflict
- Managing the process of change
- Overcoming the challenges of meetings
- Handling stress appropriately
- Managing work relationships

DAY 10 - Achieving Excellence

- Attributes of excellent companies
- Understanding the McKinsey 7 S framework
- Developing a bias for action
- Unleashing organizational creativity
- The practice of knowledge management
- Breaking down the barriers to excellence