

Management Effective Introduction

Duration

2 days

Public

New Managers or Managers

Objectives

- Heighten junior managers' awareness of their various tasks and responsibilities
- To help them get to know oneself better, to enhance interaction with their environment
- Give them concrete problem-solving and decision-making tools
- To help them to use the available resources for a better management
- To encourage development of use of a management style suitable to every management level
- To help them understand the needs of their superiors
- To make them more accountable
- To understand the importance of delegation
- To get them to apply passive delegation
- To help them understand the importance of auto-motivation
- To get fluent in communication techniques
- To negotiate successfully
- To improve their time management
- To handle difficult situations
- To reduce stress levels

Program

- The role and the responsibilities of the manager:
 - What does a manager need to be successful nowadays
 - Your company's strategic vision
 - The key tasks to become a manager
 - Attitudes and behaviour to be developed to be proactive in my work

- Analysis of the problems and opportunities
- How to solve problems and make good decisions:
 - Rational and creative problem solving
 - Stages to take into consideration
 - Basic tools for decision making
 - How to analyse, structure and determine the causes and effects of a problem
- The optimal management style
 - The different management styles
 - Auto-diagnosis of my predominant management style
 - How to identify and understand the management style of my boss
 - Advantages and inconveniences of each style
 - How to develop a management style that corresponds to each staff member individually and to each situation
- Motivate and gear into action
 - Factors of motivation and de-motivation
 - How to continue motivating myself, day after day
 - Coping with personal defence mechanisms
- Effective communication
 - What's communication
 - Obstacles to communication
 - Rules to observe for successful communication
 - The art of asking the right questions
 - Active listening
 - Empathy
 - Assertivity
 - Feedback
- Basic negotiation techniques
 - The win-win concept
 - The different approaches to negotiation
 - Phases to respect when negotiating
 - Key rules for success
- Teamwork and conflict handling
 - How to work in a team
 - Causes of conflict
 - How to anticipate conflict
 - Conflict handling skills
 - How to become a true team member

- Being effective during company meetings
 - Structure of a meeting
 - Different types of meeting
 - Techniques of active participation during meetings
 - Handling interaction
 - Follow-up of meetings
- Time management
 - The principal « time robbers » that make us waste valuable time
 - How to establish priorities
 - How to get organised
 - Golden rules for effective time management
- Summary and conclusion

Methodology

An interactive training which offers practical tools to develop an even more powerful leadership, with as starting point the strengths. We work with concrete, recognizable cases.