



First Select

Improving Productivity through Quality

Date	Venues	(\$)Fees	Book your seat
27 Apr -01 May 2025	Dubai	2900	Register Now

Objectives:

The objectives of the workshop are to provide managers with:

- An understanding of the roles of the manager and the leader
- An awareness of the difference between the roles of and the different styles of management and leadership
- An understanding of motivation and its effect on effective team building
- The ability to effectively delegate, problem solve and make decisions
- The necessary tools to recognize & deal with stress in themselves & others
- Self analysis tools to identify performance shortfalls & Dev. Opportunities
- Communicating & Dealing with Difficult people

Who should attend?

This workshop is designed to develop the managerial skills of senior level Managers, Administrators, Coordinators and Supervisors.

Course Outline:

The Managers and Leaders Roles:

- What managers do
- The different management styles
- What leaders do
- The different leadership styles and traits
- Achieving commitment and participation
- Developing openness co-operation and trust

Motivating People and Getting the Best from them:

- The meaning of motivation and motivators
- Motivation theories
- Motivational techniques
- Preventing demonization and dealing with demotivated people
- Effective appraisals
- Recognition and reward
- Managing conflict

Delegation:

- Destroying the myths
- How to and what to delegate
- Delegating effectively
- Monitoring delegated activities

Stress Management:

- Understanding stress
- Analyzing the causes of stress
- Dealing with your own stress
- Dealing with stress in others

Teams and Teambuilding:

- The nature purpose and advantages of teams & teambuilding
- Team roles & functions
- Team development
- Teambuilding
- Team Maintenance
- Evaluating and improving team performance
- Maintaining a creative environment

Problem Solving and Decision Making:

- Solving Problems and Making Effective Decisions
- Effective team problem solving

Setting Objectives:

- Objectives as a vision
- The SMART criteria for good objectives
- Personal objectives
- Work objectives
- Understanding objectives the How and What
- The 'Plan-Do-Check-Act' cycle to keep track

Planning Skills:

- The planning equation
- The planning process
- Defining the project to be planned
- Formulating a plan
- Time-based Tools and techniques for planning

Extended Team Exercise:


- An extended exercise, carried out in teams enabling them to develop all the
- Key learning points.
- The exercise will be followed by presentations back to the main group

Dealing with Different Personalities and Difficult People:

- Ways to cultivate relationships and resolve conflict
- Basic assumptions about assertiveness
- Assertive communications
- Managing your boss

WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.

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