

Date	Venues	(\$)Fees	Book your seat
13 Jul -17 Jul 2025	Istanbul	3300	Register Now

Program Objectives

Upon completion of this programme, you will be able to:

- 1. Enhance your confidence and improve your managerial competence
- 2. Create a high morale work environment through self awareness and feedback
- 3. Communicate effectively by understanding how supportive communication and active listening improve managerial effectiveness
- 4. Build trust and manage relationships with your bosses, subordinates and peers
- 5. Understand the importance of a strong powerbase and apply influencing strategies appropriately
- 6. Manage and resolve conflicts in the workplace
- 7. Motivate individuals and build high performance teams to achieve desired organisational goals

WHO SHOULD ATTEND?

- Mid Level Managers
- Senior Managers
- Entrepreneurs and Owners of Small to Medium size Companies

Course Outline

Introduction: Management Skills and Managerial Effectiveness:

- Understand the Nature of Management
- Why and What Skills are Critical to Management Success

Building Trust:

- How Trust Contributes to Individual and Organ izational Effectiveness
- How to Build Trust and How to Repair Trust Once Broken

Communicating Effectively:

- How Communication Contributes to Managerial Effectiveness
- Principles of Supportive Communication to Strengthen Relationships
- Techniques for Active Listening

Managing Conflict:

- Diagnose the Focus and Source of Conflict
- Utilize Appropriate Conflict Management Styles
- Resolve Interpersonal Confrontations Through Collaboration and Negotiation

Gaining Power and Influence:

- Understand the Power Concepts
- How to Enhance Personal and Position Powers
- Use Influence Appropriately to Accomplish Exceptional Work

Motivating Others:

- Identify the Factors that Motivate People to Perform
- Diagnose Sources of Performance Problems
- Discuss the Job Characteristics Model as a way to design Motivating Jobs

Empowering and Delegating:

- Understand the Concepts of Empowerment and Delegation
- Proactively Adopt Principles of Personal Empowerment
- Utilize Principles of Effective Delegation

Creating High Performance Teams:

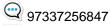
- · Identify th Characteristics of Efffective Teams
- Recognize the Stages of Team Development
- Identify Obstacles to Effective Team Performance

Developing Self – Awareness:

- Why Do You Need to Understand Yourself
- Know How to Continually Learn about Yourself to Improve Existing Skills and Build New Ones
- Personal Development Plan

WORKSHOP STYLE

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.



info@firstselectbh.com

B www.firstselectbh.com