



617-P24-VE



Virtual



10 hours



EGP 1880

Course Description:

The 'Manager Management' course is designed for Managers and supervisors who are focusing on key strategies like goal setting, defining authority, and fostering a shared vision. Use the techniques to measure and enhance team performance, collaborate on success criteria, and address signs of poor management. Discover motivational techniques, resource provision, and effective communication to create a dynamic and successful team. From handling challenges and interventions to building trust, this course ensures your success aligns seamlessly with your team's achievements and organizational goals.

Target Audience:

The program is tailored for Supervisors and Managers who aspire to elevate their leadership capabilities and effectively professionally oversee their teams.

Course Objectives:

By the end of this course participants will be able to:

- Identify the techniques of Managerial Communication and Problem Resolution
- Apply advanced coaching and mentoring strategies to enhance leadership proficiency

Course Outline:

Module One: The techniques of managerial communication and problem resolution

Session One: Effective Leadership Practices

- Practice What You Preach
- Setting your ground rules
- Make Sure Your Door is Always Open
- Promote Open and Honest Feedback
- Express confidence in their abilities
- Assignment

Session Two: Feedback Mechanism

- Provide Clear and Timely Feedback
- 360 Degree Feedback
- Skip level Feedback
- Assignment

Session Three: Building Trust and Support

- Create a Supportive Environment
- Remember These Basic Qualities



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- Building Ownership
- Offer Advice, Not the Solution
- Trust Your Team of Managers
- Trust, But Verify
- When an Employee Complains About Their Manager
- Assignment

Module Two: The advanced coaching and mentoring strategies to enhance leadership proficiency

Session One: Resources, Responsibility, and Recognition

- Provide the needed resources
- The more they learn the more responsibility they get
- Give credit for good work
- Keep them challenged
- Their success is your success
- Assignment

Session Two: Addressing Performance and Managing Issues

- Repeated Failures after coaching has occurred
- Unsafe or Dangerous Events
- Learn from mistake
- Authority (What They can and Can't Do)
- Measuring Performance
- Set Specific/Measurable Objectives/Create a Shared Vision
- Collaborate on Criteria to be Evaluated
- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or no growth
- Assignment

Session Three: Motivation, Rewards, and Management

- Do not micromanagement
- Reward initiative
- Bonuses and incentives
- Writing Performance Review
- Praise in Public, criticize in private
- Legal Ramifications
- Staying within their budget
- Severe financial costs
- Assignment



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Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades which is "100".

Upon Successful Completion of this Course, participants will obtain:

0.9 CEUs

Course Language:

English

Prerequisites:

Intermediate level of English language proficiency.