



**213-P24-VE**



**Virtual**



**14 hours**



**EGP 2730**

## **Course Description:**

This program will help the participants to delegates develop the key skills that underpin performance management, focusing on four management fundamentals. It teaches the key management concepts with a fun practice activity in each module to help delegates apply the concepts learned in a fun interactive manner.

## **Target Audience:**

This course is designed for Managers and Senior levels

## **Course Objectives:**

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

- Identify the personal qualities and skills of an effective manager/ supervisor.
- Recognize the importance of setting clear objectives and instructions to facilitate good performance.
- Understand the principle of Management by Walking Around – MBWA to ensure that standards are maintained through effective performance monitoring.
- Identify ways to motivate staff in the workplace
- Understand the importance of constructive feedback in maintaining performance standards.

## **Course Outline:**

### **Module 1: Introduction**

#### **Session One: Introduction to Management**

- Four Fundamental Questions Employees need to Answer
- The Four Management Fundamentals
- Kevin Burns video “How Managers Must Engage Their Staff”
- Good Practice
- Assignment

#### **Session Two: Manager and Employee Dynamics**

- The perfect manager
- The Perfect employee
- Assignment

### **Module 2: Setting Direction**

#### **Session One: Styles of Leadership**

- The Management Cycle
- Leadership Styles “Situational Leadership”
- Assignment



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## Session Two: Managing Directions

- Goals and Direction Setting aligned with Vision and Strategy
- SMART goals and making the intangible tangible
- Assignment

## Module 3: Monitoring Performance

### Session One: Performance Monitoring and Management Techniques

- Monitoring performance against quantifiable objectives
- Monitoring performance against behavioral objectives
- Is It a Training Problem?
- Management by walking around – MBWA
- Assignment

## Module 4: Keeping Staff Motivated

### Session One: Motivational Theories

- What motivates us?
- Maslow's hierarchy of needs
- Frederick Herzberg's motivational model
- Assignment

### Session Two: Motivational Essentials

- Additional examples of motivators and hygiene Factors
- Motivating Others Checklist
- Skill vs Will Matrix
- Assignment

## Module 5: Giving Feedback

### Session One: Delivering Effective Feedback

- Positive and negative feedback
- BEF formula for constructive
- Assignment

## 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:

1.2 CEUs

## Course Language:

English

## Prerequisites:

Intermediate level of English language proficiency.