



9186



In-Class



16 hours



EGP 6,090

### Course Description:

This program is designed to help participants develop the essential skills that drive effective performance management, with a focus on four core management fundamentals. Each module introduces key management concepts and reinforces learning through engaging, hands-on activities, ensuring that participants can apply what they've learned in a fun and interactive way.

### Target Audience:

- New and aspiring managers or supervisors.
- Team leaders seeking to enhance their management skills.
- Frontline managers are responsible for staff performance and motivation.
- Employees transitioning into leadership roles.

### Course objectives:

- 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 MBWA (Management by Walking Around) to check that standards are being maintained through effective performance monitoring.
- Identify ways to motivate staff in the workplace
- Understand the importance of constructive feedback in maintaining performance standards.
- Analyze problems and apply decision-making strategies to develop effective solutions while avoiding common errors.

### Course Outline:

#### Module 1: Introduction to Effective Management

- The Four Fundamental Questions Employees Need to Answer
- The Four Management Fundamentals
- Kevin Burns' Video "How Managers Must Engage Their Staff"
- Good Practice
- The Perfect Manager
- The Perfect Employee

#### Module 2: Setting Direction & Leading

- The Management Cycle
- Leadership Styles "Situational Leadership"
- Goals and Direction Setting Aligned with Vision & Strategy
- SMART Goals and Making the Intangible Tangible

#### Module 3: Monitoring & Managing Performance

- Monitoring Performance against Quantifiable Objectives
- Monitoring Performance against Behavioral Objectives
- Is It a Training Problem?
- Management by Walking Around (MBWA)

#### Module 4: Motivating & Developing Staff

- What Motivates Us?
- Maslow's Hierarchy of Needs
- Frederick Herzberg's Motivational Model
- Additional Examples of Motivators & Hygiene Factors
- Motivating Others Checklist
- Skill vs Will Matrix

#### Module 5: Giving & Receiving Feedback

- Positive & Negative Feedback
- BEF Formula for Constructive

#### Module 6: Problem-Solving & Decision-Making

- Defining the Problem
- Problem-Solving Process
- Defining the Decision
- Types of Decisions
- Obstacles to Decision Making
- Common Mistakes to Avoid in Problem Solving & Decision Making



9186



In-Class



16 hours



EGP 6,090

### Assessment Strategy:

Participants will be informally assessed based on their participation and group exercises.

### Upon Successful Completion of this Course, participants will obtain:

1.3 CEUs

### Program language:

- English Material
- Bilingual Delivery

### Prerequisites:

None