

Leadership Development



272-P26-CE



In-Class



14 hours



EGP 5,950

Course Description:

This program will help the participants 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 Training is designed for managers and senior levels

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.

Course Outline

Module 1: Introduction

- 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

- The Management Cycle
- Leadership Styles "Situational Leadership"
- Goals and Direction Setting aligned with Vision and Strategy
- SMART goals and making the intangible tangible

Module 3: Monitoring Performance

- Monitoring performance against quantifiable objectives
- Monitoring performance against behavioral objectives
- Is it a training problem?
- Management by walking around – MBWA

Module 4: Keeping Staff Motivated

- What motivates us?
- Maslow's hierarchy of needs
- Frederick Herzberg's motivational model
- Additional examples of motivators and hygiene Factors
- Motivating Others Checklist
- Skill vs Will Matrix

Module 5: Giving Feedback

- Positive and negative feedback
- BEF formula for constructive

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

1.1 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None