

Singapore (Head Office):

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Philippines: Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

Lao: Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

Vietnam: 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

Cambodia: #54, Street 63 Daun Penh, Phnom Penh, Cambodia

THE ESSENTIALS OF MANAGEMENT

INTRODUCTION:

"With this knowledge & training at your fingertips, you have your management skills all organized."

All the major management core subjects are covered by a different activity in this single workshop.

The tried and tested activities have been used successfully to:

- Give new managers practice in the core skills.
- Remind senior and experienced managers that the 'essentials' are vital to performance and do need to be practiced.



TRUST

Management & Education

Trust Management Centre

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THE ESSENTIALS OF MANAGEMENT

- **Planning**
- **Decision Making**
- **Managing Time**
- **Delegation**
- **Recruiting and Selecting**
- **Leadership**
- **Motivating**
- **Feedback Skills**
- **Communication**
- **Managing Meetings**
- **Managing Budgets**
- **Solving Problems**
- **Performance Appraisal**
- **Customer Care**
- **Managing Change**
- **Continuing Professional Development**

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CONTENTS:

1. What are the essentials of management?

Purpose: To identify how participants rate themselves in key areas of management, and to help them prepare a self-development plan to improve their competence as managers

2. Orientated to the future

Purpose: To help participants identify the key aspects of their work, and to devise objectives that enable them to get results that reflect the priorities of their team and organization.

3. Planning for the future

Purpose: To introduce participants to the benefits they will gain from planning in order to achieve their major work objectives. To give them an opportunity to learn and develop the skills associated with a popular planning technique, the Gantt chart.

4. Decision making

Purpose: To introduce participants to a systematic approach to reaching decisions that will enable them to make a choice of an appropriate solution from a number of alternatives. To provide them with an opportunity to practise and develop the approach using a work-related decision.



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5. Managing time and delegation

Purpose: To introduce participants to the techniques and give them the opportunity to develop the skills required to managers their time and delegate effectively in order to achieve their work priorities.

6. Recruiting and selecting

Purpose: To demonstrate that effective selection relies on developing a person specification as the basic for structuring a selection interview to assess who is the best person for the job. The activity provides an opportunity to develop both the skills involved in writing a person specification and to then test its effectiveness in a interview.

7. On the job training

Purpose: To introduce the participants to the preparation required, and the stages involved in conducting an effective on-the-job training session. To give them the opportunity to identify their skills and development needs in putting the approach into action.

8. Leadership

Purpose: To introduce participants to the essential ingredients for developing an effective leadership style. To give them the opportunity to rate their current levels of leadership and to identify ways they can develop these qualities.





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9. Motivating your team

Purpose: To enable participants to understand what is involved in motivating individuals at work. To help them identify which current methods they rate as most effective and to assist them in developing action plans to increase future motivation and job satisfaction for themselves and their team.

10. Feedback skills

Purpose: To introduce participants to the skills required give and receive feedback.

11. Managing assertively

Purpose: To increase participants' confidence and effectiveness in their managerial role by introducing them to an approach to communication that will increase their chances of reaching a successful outcome.

12. Face to face communication skills

Purpose: To introduce participants to the essential skills they need to carry out effective face-to-face discussions. To give them the opportunity to practice and develop those skills.

13. Written communication

Purpose: To enable participants to express themselves clearly when writing at work.

14. Managing meetings

Purpose: To enable participants to improve the decision-making process of their meeting in order to make them more effective.

Our Mission: To Bring Out The Excellence In People

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15. Managing budgets

Purpose: To introduce participants to some of the key concepts and techniques needed to successfully manage a budget.

16. Solving problems together

Purpose: To introduce participants to counseling skills approach to resolving problems that affect their staff at work. To enable them to identify and develop the skills required to run effective joint problem-solving discussions.

17. Performance appraisal

Purpose: To introduce participants to the structure and skills required to carry out formal and informal performance appraisal interviews.

18. Customer care

Purpose: To introduce participants to the concepts that underpins offering an effective, high-quality service to their customers. To give them the opportunity to review how their sections currently handle customers and identify plans for improving customer care.

19. Managing change

Purpose: To enable participants to identify the components of managing change effectively. To give them an opportunity to devise an action plan for introducing change into their own organization.



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20. Continuing professional development

Purpose: To encourage participants to take responsibility for their own development as managers. To take them through the steps required to produce an effective development plan.

WHO SHOULD ATTEND: Team-Leaders, Supervisors, Executives, Managers, Senior Executives

METHODOLOGY: Seminar, Group Discussions and Role Play

PREQUISITES: None.

LENGTH: 2 days

MATERIAL PROVIDED: Participant Guide, Practical Exercises, Other Guides.