

Management Skills Program

337.5 Hours / 10 Weeks

Program Objectives:

The techniques and tools covered in this program will help the manager to understand the basic needs of the staff that work for you. The very definition of a manager is someone who gets work done through others. This program will help the manager achieve maximum results from the staff by teaching the manager how to delegate effectively, create outstanding rapport, and develop mutual trust through a shared sense of responsibility.

Courses:

The New Supervisor
Accountability (Managing for Maximum Results)
Supervising Part-Time Employees
Building Trust
How to be a Boss
Stepping up to Supervisor
Moving from a Technical Specialist to a Supervisor
Supervising for Success
Goal Setting
Team Building
Working in Teams
Rapid Team Deployment
Team Problem Solving
Motivating People
Excellence in Management
The Project Office
Project Management
How to Manage Negative People
Handling the Difficult Employee
Recognition of staff
Rating yourself as a Manager
World Class Management Practices
Successful Negotiation
Retaining your Employees
Partners in Performance
Effective Performance Appraisals