



ADVANCED MANAGEMENT

Motivation, Strategic Planning & Creative Problem Solving

Course Introduction:

In today's world, staffs are faced with increasingly complex responsibilities and in order to meet this challenge they must be continually sharpening their management skills. In this program you will learn how to:

- Manage and motivate people more effectively
- Create and harness the power of high performance teams
- Understand and effectively utilize strategic planning techniques
- Negotiate for positive results
- Utilize the Baldrige performance criteria as a standard of excellence and benchmark for your organization

Course Objectives:

Participants attending this program will:

- Consider methods for improving management performance
- Gain insights into the successful implementation of teams
- Study the techniques of strategic planning
- Develop their skills in the area of negotiating
- Analyze the Baldrige award criteria for excellence
- Examine the application of management best practices

Who Should Attend?

- Those responsible for organizational improvement
- Those concerned with achieving standards of excellence
- Those interested in enhancing their management skills

Course Outline:

People Management

- The importance of socio technical management
- Techniques for effective communication

- Motivating for results
- Enhancing your coaching skills
- Empowering employees for improved performance
- Characteristics of a successful manager

Leading Teams

- Obtaining the benefits of teamwork
- Characteristics of ineffective teams
- Characteristics of effective teams
- Managing conflict in a productive manner
- Understanding team member styles
- Creating a virtual team

Strategic Planning

- Analyzing the strategic planning process
- Achieving competitive advantage
- Utilizing dynamic SWOT analysis

Focusing on vision and mission

- The importance of contingency planning
- Examples of strategic success and failure

Negotiating for Results

- Gaining insight into the negotiating process
- Characteristics of an effective negotiator
- Developing negotiating strategies
- Employing persuasive negotiation techniques
- Achieving the benefits of effective negotiating
- Negotiation exercises

Operational Excellence

- The Malcolm Baldrige quality award-standard of excellence
- Lessons from the best performing companies
- Benchmarking your operation against the best
- Creating employee commitment
- Managing continuous improvement
- Creating the high performance organization

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

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|---------------|----------------------------|
| 08:00 - 08:20 | Morning Coffee / Tea |
| 08:20 - 10:00 | First Session |
| 10:00 - 10:20 | Coffee / Tea / Snacks |
| 10:20 - 12:20 | Second Session |
| 12:20 - 13:30 | Lunch Break & Prayer Break |
| 13:30 - 15:00 | Last Session |