

# Certified Courses



# Advanced Management

## INTRODUCTION

- In today's world middle and senior level managers are faced with increasingly complex responsibilities. In order to meet this challenge they must be continually sharpening their management skills. This Advanced Management training course will focus on the management and leadership skills necessary for success in today's fast changing business environment.

**In this training course 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

## PROGRAMME OBJECTIVES

- 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?

- This Advanced Management training course is specifically designed for professional in all areas of operations who seek to manage the process of change and improve the performance of their area of responsibility. It is an opportunity for all professionals to advance their 'management thinking' and keep abreast of the most modern concepts in management.

**It will be of benefit to all Professionals, who are:**

- Responsible for Organizational Improvement
- Concerned with Achieving Standards of Excellence
- Interested in enhancing their Management Skills
- Interested in enhancing their Leadership Skills
- Who have responsibility for Strategic Planning
- Who have responsibility for Team Leadership

## TRAINING METHODOLOGY

- Participants will learn by active participation during the programme through the use of a wide variety of instructional techniques. There will be group exercises to allow for a "hands on" approach to learning. Instructional films will be utilized to present "best practices" approaches. In addition there will be in depth discussion of critical success factors.

## PROGRAMME SUMMARY

- The main goal of the Advanced Management training course is to provide participants with an intensive five-day concentration in certain critical aspects of the profession of management. The programme has been designed to cover an array of relevant topics while focusing on those that are most critical to personal and business success. The emphasis of the programme will be on powerful methods and proven techniques for improving personal management effectiveness as well as organizational performance. A prime objective is that managers will leave the program with new ideas they can implement with respect to their personal management capabilities and their management of their specific areas of responsibility.

## PROGRAM OUTLINE

### People Management

- The importance of sociotechnical management
- Organizational values and visionary leadership
- Introduction to the Malcolm Baldrige quality award-standard of excellence
- Organizational and personal learning
- Employee training, well-being, satisfaction and commitment
- Enhancing your coaching skills

## Leading Teams

- Work teams and project management
- Understanding team member styles
- Managing conflict in a productive manner
- Creating a virtual team
- Evaluating team effectiveness

## Strategic Management

- Management by fact and vision
- The strategy development process
- Strategic planning and implementation
- SWOT analysis and performance improvement techniques
- Integrating the value chain for enhanced performance
- 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 practice
  - Matching organizational strategies with operational results
  - Achieving competitive advantage through operational excellence
  - Business models and business process re-engineering
  - Public responsibility, citizenship and value creation
  - Lessons from the best performing companies and benchmarking your operation against the best
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