

Certified Courses



ILM Endorsed Key Managerial Skills for New Managers and Supervisors

Why Attend

- In today's complex work environment, becoming a supervisor or a manager demands new skills and new approaches to getting things done. New managers and supervisors must learn how to lead, motivate, and accomplish tasks effectively and efficiently through others.
- By attending this course, you will learn how to lead by using the situational leadership model which will take you through the paces of motivation, delegation, and decision making. You will also learn how to stay focused and on track with your goals and objectives using effective time and stress management tools and techniques.

Course Methodology

- This course uses the active-cooperative interactive methods in adult learning such as simulation exercises, lectures and presentations, case studies, and role plays. Also, several video segments in the related topics will be showed and discussed.

Course Objectives

By the end of the course, participants will be able to:

- Defend the importance of their role as new managers or supervisors
- Apply different leadership styles to successfully lead and motivate their employees
- Empower employees through motivation and delegation
- Create and manage winning teams
- Manage self, time, and stress in a restless work environment
- Apply new tools and techniques to improve problem solving and decision making

Target Audience

- New managers or supervisors, prospective managers or supervisors, and managers or supervisors with some experience but no formal training who wish to improve their managerial skills.

Target Competencies

- Planning and organizing
- Team leadership
- Motivating staff
- Delegating
- Decision making
- Problem solving
- Time management
- Stress management

Responsibilities of new managers

- Why most new managers and supervisors fail
- Managing in the new competitive landscape
- Managing for competitive advantage
- Roles and responsibilities
- The four functions and ten roles of management
- Skills needed at different management levels
- Common mistakes made by new managers and supervisors

Teams and leadership

- Differences between teams and work groups
- What makes a team
- How teams can fail
- Characteristics of high performing teams
- Stages of team formation
- Teams dynamics and team building
- Situational leadership and its application to team leadership
- Current trends and issues

Mastering the art of motivation

- Definition motivation
- Myths about motivation
- The main theories
- Current trends and issues

Delegation

- Definition of delegation and why to delegate
- Root causes of poor delegation
- Learning the steps to effective delegation
- Empowering and motivating employees through delegation
- The dos and don'ts of delegation

Time and stress management

- Definition of time management
- Identifying your time wasters with the activity log
- Dealing with and managing your time wasters
- Start planning effectively
- Using the priority matrix and to-do lists
- Definition of stress
- Causes and symptoms of stress
- Techniques and approaches to managing stress

Problem solving and decision making

- Tools and techniques
 - The traditional approach to problem solving
 - The helicopter view
 - The Ishikawa fishbone technique
 - The How-How technique
 - The dos and don'ts of brainstorming techniques
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