

Certified Courses



ILM Endorsed Middle Management Skills

Why Attend

- Building effective managerial and leadership skills is critical to help you and your organization succeed. This course is designed to help both new and experienced managers develop advanced skills necessary to add immediate value to their staff and organization.

Course Methodology

- This course relies on the use of individual and group debriefs aimed at helping participants develop skills in leading and managing others. The course also features the use of a number of case studies and presentations by participants followed by plenary discussions. In addition, videos and team exercises are used to demonstrate the skills required for effective management.

Course Objectives

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

- Define the leadership and managerial skills necessary for increasing organizational productivity
- Apply effective coaching and appraisal techniques
- Employ problem solving tools to overcome organizational obstacles
- Solve conflicts using win-win approaches
- Create plans to manage change leading to continuous improvement
- Develop effective time management action plans

Target Audience

- This course targets managers, senior supervisors, and professionals who want to learn advanced management and leadership techniques.

Target Competencies

- Leading others
- Managing performance
- Problem solving ability
- Influencing others
- Managing change
- Coaching skills
- Conflict management

Management and leadership

- The manager compared to the leader
- Styles of leadership
- Goals of organizational behavior
- The implication of attitudes and personality
- 10 ways to empower followers
- Maturity levels
- The 9 key motivators

Coaching and appraising performance

- Coaching, training, and counseling
- The psychology behind coaching
- Coaching: why and when
- The coaching meeting
- Feedback, review, and appraisal
- Elements of constructive feedback
- Performance appraisals
- Preparation and scheduling of appraisals

Problem solving and decision making techniques

- Principles of problem solving
- Team problem solving
- Differentiating between symptoms and causes
- Tools and techniques of problem solving
- Effective group brainstorming
- The manager as a decision maker
- Using the prioritization grid

Managing conflict

- Sources of conflict
- Constructive and destructive conflicts
- Conflict and team performance

Managing change

- Definition of organizational change
- Dynamics of change
- Contemporary issues behind change
- Planning for change
- Transition structures
- Success factors for making change happen
- Overcoming resistance to change
- Communication strategies during change
- Changing behaviors by changing mindsets

Managing time and meetings

- Time management principles
 - Identifying and setting goals
 - Time management tools
 - Prioritizing activities
 - The time management grid
 - Improving meeting leadership skills
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