

## Effective Management (Tier 1)

1 Day

### Description

The world of business is increasingly becoming centered about the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. In order to perform the job well, the manager must understand the different roles of everyone involved in the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface. This course will help you gain an understanding of the basic fundamentals of becoming an effective manager for your team.

### Prerequisites

- None

### Objectives

Participants completing this course should understand the fundamental concepts of effective management.

#### Developing as a Manager

##### ***The Role of an Effective Manager***

Overview of Management  
Interpersonal Roles  
Decisional Roles  
Informational Roles

##### ***Personal Skills Development***

Key Development Areas  
Managing Your Development

#### Communicating Successfully

##### ***Speak Without Talking***

Principles of Body Language  
Nonverbal Signals of the Body  
Nonverbal Signals of the Head

##### ***Manage Better By Listening***

Active Listening

##### ***Assert to Achieve***

Assertive Behavior  
Benefits of Assertiveness

#### Creating Successful Solutions

##### ***Identify the Core Problem***

Timely Problem Detection  
Factors, Causes, and Consequences  
Prioritizing Problems

##### ***Solve Problems Creatively***

The Value of Creativity  
Word Association  
Brainstorming

##### ***Implement Solutions Decisively***

Making Things Happen  
Helping and Hindering Factors  
Planning and Implementation

#### Empowering Your Workgroup

##### ***Delegate for Results***

Benefits of Delegation  
Successful Delegation

##### ***Coach for Achievement***

Development Coaching Concepts  
The Coaching Process

## Effective Management (Tier 1), continued

### ***Evaluate Staff Performance***

The PERFORM Model

Using the PERFORM Model

### **Cultivating Great Teams**

#### ***Create an Invincible Team***

What is a Team?

Effective Team Characteristics

Team Development

#### ***Inspire Team Success***

Motivating Team Members

Effective Teamworking

#### ***Team Briefings for Success***

The Need for Team Meetings

Preparing for a Team Briefing

Deliver a Team Briefing

#### ***Resolve Conflicts Positively***

Identifying Sources of Conflict

Resolving Conflict