

# DEVELOPING MANAGEMENT SKILLS

**COURSE CODE** : DMS  
**DATES** : FEBRUARY 09 – 11, 2016  
**DURATION** : 3 DAYS | DUBAI, UAE

## Course Objectives :

- To set clear guidelines for effective management
- To work through key management skill areas identifying the managerial role
- To raise self-awareness, recognize limitations, and identify areas for improvement
- To fully appreciate the 'tool-kit' required for the first class manager, e.g. delegation, leadership, motivation, time management, communication skills, teambuilding skills, etc.
- To understand the contribution managers make in the development of others
- To learn to work in a 'proactive' manner, whilst staying aware of the parameters within which you must operate
- To develop action plans for continuous development in the workplace
- To provide a comprehensive framework for future development

## About the Programme:

Run successfully over the past 16 years in the Gulf, and continually updated, this is an intensive programme addressing key management issues, with clear, practical guidelines every step of the way. Tutorial sessions, real life Gulf case studies, practical exercises, presentations and syndicate work make this an action-packed Three-day course. Day Three focuses on HR issues - recruitment, interviewing techniques, appraisals, etc.,

## Programme Contents:

<p><b>DAY 1</b></p> <ul style="list-style-type: none"> <li>• What Do Managers Do?</li> <li>• How Do We Define 'Management'?</li> <li>• How To Get Your Staff On 'The Road To High Performance'?</li> <li>• Six Reasons For Failure As A Manager</li> <li>• The Management Wheel</li> <li>• The Functions &amp; Responsibilities Of Management</li> <li>• Key Management Tasks &amp; Competencies</li> <li>• Being A Proactive Manager</li> <li>• 'Managing' Vs 'Doing' - What's The Difference?</li> <li>• Understanding The Concept Of Competencies</li> <li>• Management Theories               <ul style="list-style-type: none"> <li>➢ Henry Fayol's 14 Principles Of Management</li> <li>➢ Management Theories (continued)</li> <li>➢ Some Well Known Theories Of Management</li> <li>➢ Adapting Your Style</li> </ul> </li> <li>• Your Preferred Leadership Style - Self Appraisal</li> <li>• Leadership</li> <li>• Leaders &amp; Managers - Is There A Difference?</li> <li>• The Qualities &amp; Behavioral Attitudes Required To Be An Effective Leader</li> <li>• The Challenge Of Leadership</li> <li>• Action-Centered Leadership</li> <li>• Six Leadership Strategies</li> <li>• Understanding Motivation</li> <li>• Key Motivators &amp; Demotivators In The Gulf Workplace</li> <li>• Dealing With Demotivation</li> <li>• Ways To Motivate People               <ul style="list-style-type: none"> <li>• Communication                   <ul style="list-style-type: none"> <li>➢ Why Is Good Communication Important?</li> <li>➢ How A Message Flows</li> </ul> </li> <li>• Communication (continued)                   <ul style="list-style-type: none"> <li>➢ How Do We Communicate In Business?</li> <li>➢ Assessment - Analysis Of Time Spent Using Different Communication Methods</li> <li>➢ Skilled Communication - The Five 'C's</li> <li>➢ Barriers To Good Communication</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Overcoming The Barriers To Effective Communication</li> <li>➢ Using Good Questioning Techniques</li> <li>➢ Being An Active Listener</li> <li>➢ Communication Media &amp; Information Richness</li> </ul> <p><b>DAY 2</b></p> <ul style="list-style-type: none"> <li>• The Johari Window</li> <li>• Feedback               <ul style="list-style-type: none"> <li>➢ Supportive &amp; Corrective Feedback</li> <li>➢ Guidelines For Giving &amp; Receiving Feedback</li> <li>➢ Some Helpful Strategies For Giving Feedback</li> </ul> </li> <li>• Five Rules For Effective Communication</li> <li>• Hindering &amp; Helping Behaviors For Effective Communication</li> <li>• Introduction To Time Management               <ul style="list-style-type: none"> <li>➢ The Value Of Time</li> <li>➢ Managing Time</li> <li>➢ Definition Of An Effective Time Manager</li> <li>➢ Assessing Your Time Management Skills - A Quiz</li> <li>➢ 20 Time Management Rules</li> </ul> </li> <li>• Introduction To Time Management (continued)               <ul style="list-style-type: none"> <li>➢ Understanding Your 'Prime Time'</li> <li>➢ Identifying Personal &amp; Work Related Time Wasters</li> </ul> </li> <li>• Managing Yourself &amp; Others Effectively</li> <li>• Delegation &amp; Work Allocation: When &amp; How To Delegate               <ul style="list-style-type: none"> <li>➢ Why Don't Managers Delegate?</li> <li>➢ Questionnaire: Assessing Your Delegation Skills</li> <li>➢ Identifying Your Strengths &amp; Weaknesses</li> <li>➢ The Process Of Delegation</li> <li>➢ Strategies For Being A Better Delegator</li> </ul> </li> <li>• Sample Time Management Aids               <ul style="list-style-type: none"> <li>➢ Using A Time Log</li> </ul> </li> <li>• Meetings               <ul style="list-style-type: none"> <li>➢ Questionnaire About Your Meetings</li> <li>➢ How To Run A Successful Meeting</li> <li>➢ Responsibilities For The Meeting Leader</li> <li>➢ The Importance Of Agendas &amp; 'Action Minutes'</li> </ul> </li> <li>• Planning &amp; Organizing For Success               <ul style="list-style-type: none"> <li>➢ SWOT &amp; PESTLE Analysis</li> <li>➢ The 'Do's Of Planning</li> <li>➢ Six Steps For Effective Planning</li> </ul> </li> </ul>	<p><b>DAY 3</b></p> <ul style="list-style-type: none"> <li>• Setting Objectives: The Importance Of Goal Setting               <ul style="list-style-type: none"> <li>➢ The Importance Of SMART(ER) Objectives</li> </ul> </li> <li>• The Problem Solving Process               <ul style="list-style-type: none"> <li>➢ Divergent &amp; Convergent Solutions</li> <li>➢ Brainstorming / Mind Mapping</li> </ul> </li> <li>• Teambuilding - How To Build A Successful Team               <ul style="list-style-type: none"> <li>➢ The Difference Between A 'Group' &amp; A 'Team'</li> <li>➢ The Stages Of Team Development</li> <li>➢ The Characteristics Of Successful Teams</li> <li>➢ What Teams Need To Succeed</li> </ul> </li> <li>• Self Analysis - Your Preferred Role In A Team</li> <li>• Understanding The Role Of Coaching In Management               <ul style="list-style-type: none"> <li>➢ The Difference Between 'Coaching', 'Training', &amp; 'Counseling'</li> <li>➢ The 'DEVELOPER' Coaching Model</li> </ul> </li> <li>• Stress Management               <ul style="list-style-type: none"> <li>➢ Calculate Your Own Stress Rating</li> <li>➢ Understanding Stress Management Techniques</li> </ul> </li> <li>• Understanding Different Behavioral Styles - Submissive, Aggressive &amp; Assertive               <ul style="list-style-type: none"> <li>➢ Learn How To Be Assertive</li> </ul> </li> <li>• Exercise: Decision Making - A Test Of The Skills Learnt Over The Past Four Days</li> <li>• Note: During the course, important aspects of Cross-Cultural Management will be discussed where they are relevant to the topics covered, e.g. Motivation / Communication / Leadership, etc.</li> <li>• Human Resources: The Key Result Areas</li> <li>• Recruitment &amp; Selection</li> <li>• Job Descriptions</li> <li>• Person Specifications</li> <li>• The Selection Process</li> <li>• Guidelines For Interviewing</li> <li>• Conducting Effective Appraisals</li> <li>• Training &amp; Developing Staff - The Manager's Role</li> <li>• A Guide To Successful Counseling</li> <li>• Disciplinary Procedures</li> </ul>
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## Who Should Attend?

Department heads, managers, senior supervisors, team leaders, and others who need to develop their managerial skills for enhanced performance and career progression.

## What You Will Gain

- A clear understanding of the attributes of an effective manager
- An insight into your current leadership and influencing style, and helpful tools for identifying areas for ongoing development
- An awareness of the traps and pitfalls that can lead to management failure and the strategies for avoiding them
- Through interactive exercises, you will gain a clearer understanding of how to manage individuals, groups and tasks, more effectively
- Enhanced communication and time management skills
- A set of practical skills and useful information to draw on, for maxent in the workplace

## PERSONAL DETAILS

Please print clearly or attach business card:

1) **Name :** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

2) **Name :** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

3) **Name :** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Company: \_\_\_\_\_

Department: \_\_\_\_\_

Address \_\_\_\_\_

Postcode: \_\_\_\_\_ Country: \_\_\_\_\_

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

Nature of Business \_\_\_\_\_

Company Size:  1-9  10-24  25-49  50-99

100-249  250-499  500-999  1000+

## SPONSOR

We wish to register this delegate for the course indicated above. We undertake to pay for the period of the program (please print clearly)

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## REGISTRATION COURSE FEES

### DEVELOPING MANAGEMENT SKILLS

- US\$ 1,950 per delegate

- I would like information on holding this program in house

**We can bring this course in house directly to your workplace! Customized Training Programs**

The in-house training of Advanced Studies and Training Center

Tel: **+971 4 221 1141**; Email: [info@astcdubai.com](mailto:info@astcdubai.com)

## DISCLAIMER

ASTC reserves the right to change or cancel any part of its published programs or teaching facility due to unforeseen circumstances

## HOTEL BOOKING

If you required assistance with booking accommodation for one of our courses, please contact our staff on the following numbers:

Tel: **+971-4-2211141**, Fax: **+971-4-2211848** or Email us on [info@astcdubai.com](mailto:info@astcdubai.com)

## TRAINING COURSE

### DEVELOPING MANAGEMENT SKILLS

- February 09 – 11, 2016

In order to guarantee a place on the course delegates are kindly requested to register at least 4 weeks in advance

## METHOD OF PAYMENT

1. Please find enclosed a cheque for US\$ \_\_\_\_\_ made payable to **Advanced Studies and Training Centre**
2. Transfer : Commercial Bank of Dubai  
**Branch:** Mankhool Street | **Account Number** 10001255334  
**Routing Number:** 502320103 | **Swift Code:** CBD – UAE. AD
3. Please invoice my institution.  
An invoice will be sent to the mentioned institution on receipt of registration form. Please fill out the sponsor's details below.

## CREDIT CARD:

Please Charge my : (Card Type)

- Master Card  Visa Card Others \_\_\_\_\_

Card Holder Name \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_ Security Code No. \_\_\_\_\_

Amount to be Charge \_\_\_\_\_

Tel. \_\_\_\_\_ Mob. \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## SAVE MONEY! DISCOUNTS AND PROMOTIONS!

- Register one month in advance and received up 10% discount.
- Group of 3 more delegates from the same organization receive a 10% discount
- OR**
- FREE Attendance for 5<sup>th</sup> delegate from the same organization

## TRAINING REGISTRATION DETAILS

### TERM & CONDITIONS:

1. Fees Include all the tuition, full course documentation, lunches and refreshments for the duration of the program.
2. Incidental expenses: ASTC in NOT responsible for covering airfare or other travel costs incurred by delegates. Delegates will be responsible for their own accommodations.
3. PLEASE NOTE that ASTC reserves the right to refuse admission to the training if proof of payment has not been received prior to the start of the program.
4. An invoice will be sent upon receipt of the registration form. Payment must be received in full 2 weeks prior to the course start
5. **CANCELLATION POLICY**
  - a) A full refund less on administration fee of US\$ 100 will be given for cancellation requests received up to 45 working days prior the event. Cancellation must be made in writing (letter or fax) and reach this office before the 45 days deadline.
  - b) Delegates who cancel than 45 working days before the event, or who don't attend are liable to pay the full course fee and no refunds can be given. However, if you wish to attend the next course, and you have paid your course fee in full, you will only be invoiced for 25% of that course fee. Please note that the next course must take place within the next 6 months of the initial application. Of course, a replacement is always welcome.

I understand and accept the booking Term & Conditions

Signature \_\_\_\_\_ Date \_\_\_\_\_

*5 Easy Ways to Register & Obtain Further Information*