

**Training Title**

**ESSENTIAL SKILLS FOR MANAGERS & SUPERVISORS**

**Training Duration**

**5 days**

**Training Venue and Dates**

<b>REF</b> ML031	<b>Essential Skills for Managers &amp; Supervisors</b>	<b>5</b>	<b>22-26 June 2020</b>	<b>\$5,750</b>	<b>Kuala Lumpur, Malaysia</b>
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**In any of the 5 star hotel. Exact venue will be informed soon.**

**Training Fees**

- **5,750 US\$ per participant for Public Training including Course Materials/Handouts, Tea/Coffee, Refreshments & International Buffet Lunch.**

**Training Certificate**

**Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.**

**TRAINING DESCRIPTION**

**Managers need specific skill sets to be effective Managers. The Art of Management is not just theory – it is a necessity. Management Essentials offers the most meaningful, comprehensive and actionable Management Training program available. Managers need to motivate, retain and reward staff using effective and passionate communication and people skills. They must train and coach to optimize the performance of their staff and they need to define a strategy for their workplace and set meaningful goals and objectives. Managers must direct multi-generational workforces and deliver caring, effective leadership.**

**Management Essentials, is a standard for new and tenured managers with the most comprehensive, proven and advanced skill development training program available. For new, emerging, potential and tenured Managers, Management Essentials is an absolutely mandatory course and the cornerstone for building strong, effective and respected Leaders.**

**TRAINING OBJECTIVES**

- **Learn various motivational theories and models and drive the productivity of your organization**
- **Understand why employees remain committed – or leave – organizations. Plan to retain your key employees**

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- Discover how to stimulate teamwork and empower staff
- Develop skills for conducting meaningful performance reviews and setting benchmarks for continual improvement
- Learn the critical skills for maintaining open communications
- Learn how to actively listen and demonstrate an image of caring
- Learn to deliver persuasive, passionate presentations and communications
- Learn to manage meetings effectively
- Make better decisions and understand the management decision making process
- Develop the skills to better train and coach employees
- Develop skills for analyzing a business and establish a mission, strategy, tactics and actionable goals
- Translate goals into actionable plans for the organization
- Learn how to recruit and manage a multi-generational, diverse workforce
- Set a strategy to direct and motivate your team
- Become a competent recruiter with effective interviewing skills
- Learn to manage the process of employee termination
- Learn how to maintain poise when faced with a difficult decision
- Develop management and leadership skills where “caring counts”

### TRAINING METHODOLOGY

A highly interactive combination of lecture and discussion sessions will be managed to maximize the amount and quality of information, knowledge and experience transfer. The sessions will start by raising the most relevant questions, and motivate everybody finding the right answers. The attendants will also be encouraged to raise more of their own questions and to share developing the right answers using their own analysis and experience.

All attendees receive a course manual as a reference.

This interactive training workshop includes the following training methodologies

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions

### WHO SHOULD ATTEND

The course will benefit any team leader, supervisor or manager responsible for leading, directing and motivating others. The course is particularly valuable for newly appointed team leaders or longer serving managers who have not received formal training.

### COURSE OUTLINES

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- So Now You're a Manager...
- The Role of Management and Management Styles
- Management and Leadership
- Motivation Theory and Practice
- Retention and Reward
- Performance Management, Review and Development
- Communication and Listening Skills
- Persuasive Presentation Skills
- Effective Meeting Management
- Recruiting and Interviewing
- Strategy Development and Deployment
- Goal Setting
- Setting a Direction for Your Team
- Training and Coaching
- Art of Management and the Elements of Spectacular Leadership
- Management Decision Making

**NOTE:**

**Pre & Post Tests will be conducted**

**Case Studies, Group Discussions, Last Day Review, Assessments will be carried out.**

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