

# Mastering Management and Leadership Skills

## By Francis Ho

### BACKGROUND

Building effective management skills can help your managers and your organisation succeed even in challenging economic times. Managers can make or break an organisation. Their unique role in the organisation's success cannot be overlooked; managers have a large influence on employees' behavior, efforts and performance through the use of effective management skills. Without skilled managers, teams don't function efficiently, employee morale suffers and productivity drops. Yet many people often find themselves thrust into managerial positions before having the chance to develop the skills and know-how to perform well in the role. This workshop is specially designed to close the skill gap so that the managers can perform at the highest level to bring in the best results for the organisation.

### COURSE OVERVIEW

#### The Management Skills Pyramid



#### **Level 1: Basic Management Skills**

- How to Plan, Organise, Direct and Control effectively.

#### **Level 2: Team Development Skills**

- Motivational Concepts, Tools and Techniques.
- Understanding Training, Mentoring, Coaching and Counselling and how to use them to develop the team.
- How to engage staff and help them acquire an 'Employer's Mindset'.
- Using effective feedback systems to keep team performance on 'track'.

# **BUSINESS FUTURE**

## **C O N S U L T I N G**

### **Level 3: Personal Development Skills**

- Self management
  - ❖ Identify personal competency gaps and use self-directed learning to close gaps.
  - ❖ Understand Emotional Intelligence (EQ) to manage and lead better.
- Time management
  - ❖ The difference between an effective manager and an ineffective one is usually how they manage their time. A manager who cannot manage time cannot manage at all!

### **Level 4: Leadership**

- The difference between management and leadership.
- How to be an effective leader for your team.
- The 5 levels of Leadership.

### **Conclusion**

- Integrating and applying the Management Skills Pyramid to move from managing to leading your team.

## **LEARNING OBJECTIVES**

At the end of the workshop, participants will be able to:

- Have good clarity on the role and responsibilities as a manager and a leader.
- Explain what is required to be effective in the role.
- Manage themselves as a leader well.
- Manage people well.
- Manage tasks well.
- Manage performance well.

## **LEARNING METHODOLOGY**

The training will be activity-based and interactive with experiential and accelerated learning. Participants will be engaged for optimal learning and maximum results.

## **TARGET AUDIENCE**

Suitable for people required to develop the managerial skills set in order to perform at the highest level to bring in the best results for the organisation.

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