

## Manager Excellence

### Program Overview

The Manager Excellence Program has been designed for people already in a staff management position, or those about to take up an appointment, who want to review their management style, explore the latest thinking and models for effective management and leadership, and develop their skills to become excellent in their roles.

### Learning Objectives

- Review your personal management style
- Investigate the differences between management and leadership
- Be able to build and develop high performing teams
- Analyse and put into action the latest research in employee motivation
- Learn simple but effective tools to manage performance
- Develop flexibility in influencing style to be able to handle different situations
- Learn to think and plan strategically
- Be able to generate commitment and confidence
- Manage change proactively and positively
- Take charge of their own continuing development

### Program Approach

During this program you will be exposed to five learning methods: experiential simulations, video demonstrations, case studies, skills application and personal reflection.

### Major Benefits of Leadership Excellence Program

- Deepen participants' understanding of the importance of Management
- Develop key skills and practical "how to's" for Managers to lead their workforce more effectively
- Gain a greater appreciation for personal strengths and development areas Experience a comprehensive and diverse approach to Management

### Delivery Options

Tailored on-site, instructor-led programs

### Topics Covered

While program content and agendas are tailored based on your industry, products and services, and the skills that will make a difference for your team, topics typically include:

## Manager Excellence

### Managing in the 21st Century

- Understanding the current working environment
- Personal style in managing
- Management and leadership
- Identifying core purpose and priorities
- Planning and organizing
- New trends and developments in management, leadership and organizations

### Developing Excellence in Teams

- Team goals and the importance of teamwork
- Working groups, teams and high performance teams
- Defining critical team roles and responsibilities
- Innovative problem solving and effective decision making
- Tools and techniques for team development
- Virtual and remote teams

### Performance Excellence

- Understanding and influencing the factors that affect performance
- Creating clear goals and objectives
- The importance of how you do it as well as what you do
- Giving and receiving feedback
- Recognizing and using motivational factors at work
- Building on strengths or eliminating weaknesses

### Excellence in Communication

- The importance of clarity and effective communication
- Identifying personal style
- Developing style flexibility to handle different situations and people
- Handling difficult and conflict situations
- Dealing with cross cultural differences
- Using email and telephone communication to maximum effect
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### Strategic Excellence

- Stakeholders and networks – how influence is applied
- Strategic thinking and environmental scanning to say ahead
- Understanding and managing change
- Taking charge of your own development
- Action planning