

# Management

## Management Fundamentals

### Course Objectives

The process of management is often described as consisting of four functions: planning, organizing, leading, and controlling. During the course, we'll talk about all four functions and we'll concentrate heavily on the management of people and their behavior as we organize and lead them.

**Duration:** 5 Days

### Prerequisites:

Participants should have a fundamental knowledge of business operations.

### Who Would Benefit:

If you have been employed, you had a boss who was a manager. In this course you will learn what managers do, but more importantly you will develop skills that can be used both on the job and in your personal life. This course is especially important to you if you are, or want to be, a manager someday. However, even if you have no interest in being a manager, you can use the knowledge and skills from this course.

### Course Content

- Managing
- Internal and external environment
- Organizational Culture
- Global Environment
- Diversity
- Planning
- Entrepreneurship
- Strategy
- Control Systems
- Change
- Human Resource Management

## Organizational Behavior

### Course Objectives

This course provides an examination of organizational behavior from the perspective of the practicing manager. Understanding group and individual behavior as they relate to the organization are explored as critical factors in developing successful communication, motivation, leadership, culture, and a working organizational structure. This course discusses the necessity of assessing the internal and external environment of an organization as it relates to interpersonal skills in a dynamic and ever-changing business environment.

**Duration:** 5 Days

### Prerequisites:

Participants should have a fundamental knowledge of business operations.

### Course Content

- Organizational Behavior and the Business Environment
- Individual Decision Making And Learning
- Leadership, Power and Politics
- The Informal Organization
- The Formal Organization
- Organizational Change and Stress Management
- Leadership

## Change Management

### Course Objectives

This challenging and practical two day course introduces participants to a range of change management principles, practices and techniques to ensure that implementation of change is successfully and seamlessly managed throughout the organization

**Duration:** 2 Days

### Who Would Benefit:

Managers and senior managers who lead the introduction of organizational change or who have the responsibility of implementing strategic change

### Course Content

- Understanding the Change Situation and the Need for Change
- Organizational culture and its impact on change
- Forces for and against change
- Change Management: Styles and Roles
- Leading and managing effective change
- Implementing and Managing the Change Process
- Personal Development

## Supervision and Management Essentials

### Course Objectives

Learn how to be an effective manager or supervisor. Master the basics of business and organizations, learn the people skills required to motivate and delegate, and learn tools for solving problems and resolving conflicts.

**Duration:** 5 Days

### Prerequisites:

Participants should have a fundamental knowledge of business operations.

### Who Would Benefit:

For anyone who has recently been promoted to a supervisory or management position or wants to learn how to become a more effective manager. Those wanting to learn how to make a successful transition from employee to manager. Anyone wanting to learn how to solve problems and resolve conflicts so you can accomplish your job more effectively

### Course Content

- Introduction to managerial work
- The tasks of a manager
- Introduction to motivation
- Motivation theories
- Introduction to conflict resolution and problem solving
- Working through problems
- Making the transition into management
- Managing tasks, performance, and time
- The best-known researchers in motivation
- Understand the theories of motivation
- Models of conflict resolution and problem solving
- Implementing solutions to problems and conflicts