

The Making of an Effective Manager

- ▶ **Learn the skills to make you an effective manager**
- ▶ **Learn the art of delegation and people development**
- ▶ **Learn to handle people problems and make better decisions**
- ▶ **Learn how to solve problems and motivate people**
- ▶ **Learn to improve time management and organizational skills**

COURSE CURRICULUM

<p>Lesson One: Successful Managers are Made –Not Born</p> <ul style="list-style-type: none"> ▪ Building on the Base of Success ▪ The Slight Edge ▪ The Purpose of Leadership Development ▪ The Definition of Success 	<p>Lesson Five: Effective Communication Is A Leadership Essential</p> <ul style="list-style-type: none"> ▪ Communication is a “Two Way Street” ▪ Communicators are Made Not Born ▪ Understanding Yourself ▪ What Motivates People ▪ Attitudes for Improving Communication Skills ▪ The True Value of Downward Communication ▪ Upward Communication is a WinWin ▪ Overcoming Barriers ▪ Setting Communication Goals ▪ The Rewards of Successful Communication
<p>Lesson Two: Improving Results Though Time Management</p> <ul style="list-style-type: none"> ▪ The Value of Your Time ▪ Managing Your Time ▪ Managing the Time of Others ▪ Maximizing Time Use ▪ The Benefits of Time Management 	<p>Lesson Six: Motivating People to Produce</p> <ul style="list-style-type: none"> ▪ Understanding Motivation ▪ Traditional Methods of Motivation ▪ Attitude Motivation ▪ Using the Power of Informal Groups ▪ Developing a Motivation Plan
<p>Lesson Three: Exercising Authority Effectively</p> <ul style="list-style-type: none"> ▪ The Source of Authority ▪ A Positive Approach to Discipline ▪ Planning, Preparing and Preventing ▪ Accountability ▪ Taking Corrective Action ▪ “Tell Me About it” Coaching Process ▪ Handling More Serious Problems 	<p>Lesson Seven: Preventing and Solving problems</p> <ul style="list-style-type: none"> ▪ Opportunity in Every Difficulty ▪ An ounce of Prevention ▪ Attitudes for Problem Prevention ▪ Defining the Problem ▪ Separating Organizational and Personal Problems ▪ Productive Handling of Problems involving People ▪ Dealing with Irrational Behavior
<p>Lesson Four: The Art of Delegation</p> <ul style="list-style-type: none"> ▪ What is Effective Delegation? ▪ Attitudes for Delegation ▪ Levels of Delegation ▪ Feedback on Performance ▪ Upward Delegation 	<p>Lesson Eight: Developing People’s Potential</p> <ul style="list-style-type: none"> ▪ The Key to Increased Productivity ▪ Training and Developing the Right People ▪ The Benefits of Training and Developing People ▪ Training Principles ▪ The Development and Training Process ▪ Your Attitude Toward Training and Development ▪ The Manager and the Bottom Line