

برنامج مصمم لتطوير مهارات المدراء ورفع ادايتهم باستخدام طرق ووسائل حديثة تساعد على اكتساب تقنيات ادارية ناجحة والوصول الى الاهداف المطلوبة. ويركز البرنامج على العوامل الرئيسية في بناء أسس صحيحة لادارة فعالة واستغلال الموارد المتوفرة في تقديم تعامل اداري ناجح.

Course Title: Management Skills Dev.

Course Reference: MDS-06A

Level: Introductory/Intermediate

Duration: 5 days

Description:

This course is designed to equip managers with new and effective management techniques and to outline the main tools that managers should be equipped with. It explains and discusses the relationship between the pillars of successful management, namely objectives, time, resources, and finance. The course also highlights what managers need to conduct winning negotiations and it also teaches the way to produce an effective presentation.

Course Objectives:

Upon finishing this course the trainee will have:

- Learn how to identify organisational and personal objectives
- How to motivate their team members
- Conduct a successful meeting
- How to make the right decision
- How to manage time and resources
- Conduct successful negotiations
- Make an effective presentation
- To understand the main financial parameters of the organisation
- How to appraise the team members

Who attends this course?

- General managers.
- Department managers.
- Project managers.
- Deputy managers.
- Team leaders.
- Junior managers.

Accessories:

All trainees will be supplied with "Wireless Domain Instruction Package" containing the complete course manual and CD for future reference to the course contents.

Course Contents:

BUDGET

- What is a budget and what is isn't? How to prepare it?
- Show how an organisation's financial plans affect departmental budgets
- Know what happens at each stage of the budgeting process
- Identify potential problems and opportunities within a budget
- Respond to differences between budgeted and actual expenditure
- Understand how departmental costs can impact on the master budget
- Work out monthly figures for each budget item
- Justify the budget to your boss
- Limit the impact of budget cuts on your plans
- Benefits of setting and working to a budget
- Sources of information when preparing a budget
- Factors that can cause variance between budgeted and actual costs, and what to do about them

ما يحصل عليه المتدرب بعد انتهاء فترة التدريب:

- كيفية تشخيص الاهداف الخاصة والعامه.
- كيفية زيادة المردود الانتاجي للفرد.
- ادارة فعالة للجلسات والاجتماعات الادارية
- اتخاذ القرارات الصحيحة في التوقيت الصحيح.

الفئات التي يمكن أن تستفيد من هذا المنهج التدريبي:

- المدراء.
- مدراء الأقسام.
- مدراء المشاريع.
- رؤساء الفرق.
- مدراء مبتدئين.

EFFECTIVENESS

- Define effectiveness and efficiency
- Achieve the right balance between the two
- Improve effectiveness and efficiency within your workplace

CUSTOMER SERVICE

- Explain the importance of effective customer service
- Define the importance of "Moments of Truth"
- Identify spoken and unspoken customer needs
- Use new skills to satisfy the needs of your customer
- Understand the concept of customer satisfaction

OBJECTIVES AND PLANNING

- Identify the main stages in planning any work activity or project
- Define effective work objectives
- Plan work in order to achieve the objectives
- Monitor and evaluate progress and make any necessary adjustments to your plan