

**Title: Management Capability Improvement Workshop**

Moving from working 'in' the business to working 'on' the business

Duration: 1 full day


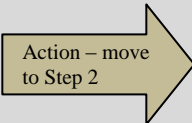
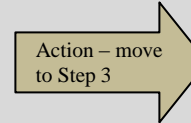
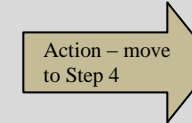
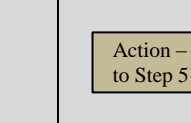
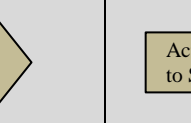
Target Audience: Recently appointed managers; managers who have not received adequate training in core management skills; high potentials being groomed for management positions; seasoned managers needing a refresher

Summary

Delivered in a highly interactive step by step approach, this workshop will bring managers through the essential stages of identifying and clarifying the role of a manager in today's diverse and challenging workplace; understanding how to recognize which tasks can be delegated, and learning how to delegate effectively; learning how to prioritize and manage time within the constraints of the organization; discovering how to align universally accepted business principles with current practices in developing these fundamental management-skills basics.

Learning Objectives:

- Identification and clarification of the typical manager's core roles in today's workplace
- Current roles and responsibilities – bringing clarity, focus and alignment to your position
- Leadership and management fusion – doing right things and doing things right
- The 3 Ms of effective management – the guiding baseline for every manager
- Span of control – best practices and how to determine the model that best suits your needs/company
- Daily operational tasks – help or hindrance, and knowing which tasks do not relate to your management role
- Workload balance - duties of direct reports, and understanding the core business processes
- Organizational structure and team leads – enabling you to identify high potentials
- The art of delegation – techniques and practices on how, when, where and to whom
- Barriers to delegation – recognizing the 10 barriers and adopting the 5 keys to successful delegation
- Decisions, enabling, responsibility and empowerment – how to bring out the best in your people
- Time management – how to successfully move your daily activities to Quadrant II
- Prioritization and energy management – learning to recognize which activities/tasks energize and which ones enervate
- Implementation and workflow – stop doing, keep doing, start doing, and the power of effective execution
- The 3 things that every manager must do in order to be successful

 Management Capability Improvement Moving from working 'in' the business to working 'on' the business					
2 hours	2 hours			1.5 hours	1.5 hours
Step 1.	Step 2.	Step 3.	Step 4.	Step 5.	Step 6.
A Manager's Core Roles	Core Operational Tasks	Duties of Your Direct Reports	Art of Delegation	Time Management & Prioritization	Alignment & Action Execution
Clarification /Identification	Daily Tasks & Projects in getting the business done 'On' the business	Objectives in 'doing' the business 'In' the business	Workforce capacity and capability When, where, why and to whom	Assign activities to appropriate quadrant	Golden Rules of Business Success From Competency to Capability
The 3 Ms of effective management	Core meetings	Span of control understanding the concept	Clarity around realistic expectations	How to move activities to quadrant II	Current best practices and guidelines
Leadership/Management Assuming the role of manager The 3 things every manager must do	Core deliverables Business Unit goals and objectives Managing expectations	Organizational structure Team Leads Supervisors	Techniques for delegation and workload distribution Decisions – Enabling Responsibility - Empowerment	Prioritization and the NIV rule Managing Email Energy Management – enervating or energizing activities	Direct reports/Span of Control Operational tasks Organizational structure Workflow Meetings and other distractions Power of Focus
Current best practices and recommendations	Staff/manager ratio 8-12 best practices	Mentors and coaches Identifying high potentials	Effective delegation Barriers to effective delegation	The art of execution Minimizing meetings	Stop doing Keep doing Start doing
					Execute/Implement
End result: Significantly improved management capability, and the creation of a more cohesive and synergistic workforce, more effective management, and a less stressful workplace. This initiative will strengthen your workplace.					