



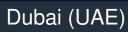


Management Skills and Techniques











# Management Skills and Techniques

course code: M1019 From: 21 July - 1 August 2024 Venue: Dubai (UAE) - course Fees: 2500 Euro

# Program Objectives By the end of the program, participants will be able to:

- Apply the management functions of planning, organizing, directing and controlling in a team environment.
- Run an effective work schedule that will increase productivity of work groups.
- Coordinate and communicate with others to achieve the desired goals.
- Manage creative problem-solving and decision-making processes.

#### **Program Outline:**

Understanding the Transition from Technical Expert to Functional Manager/Supervisor

- The Functions of Management
- The Skills Needed
- Common Management Mistakes You Want to Avoid
- Assessing and Adapting Your Leadership Style

### Planning and Organizing Tools and Techniques:

- Work Breakdown Structures (WBS)
- Critical Path Method (CPM)
- Program Evaluation and Review Technique (PERT)
- Low Cost Scheduling/Crashing
- Understanding Project Schedules
- Bar Charting
- Manpower Planning

#### **Management Through Performance Analysis:**

- Creating and Measuring Performance Expectations
- Key Performance Indicators (KPIs)
- Setting Targets/Standards

#### **Dealing with Your Team Members, Contractors and Customers:**

- Communicating and Influencing
- Barriers to Communication
- What Defines A Good Communicator
- Managing Conflicts Effectively





#### **Building Successful Work Teams:**

- The Importance of Teams and Teamwork
- Understanding the Mechanics of Groups
- Team-Building Techniques that Work

## Analyzing Issues and Making Effective Decisions:

- Defining Problems and Analyzing Causes
- The Rational Approach to Problem-Solving (Kepner-Tregoe)
- Problem Analysis Supplementary Tools
- Creative Decision-Making Tools





