



Management Skills and Techniques



5 May 2025 - 2025 May



Milan (Italy)

# Management Skills and Techniques

course code: M1019 From: 5 May 2025 - 2025 May 9 Venue: Milan (Italy) - course Fees: 4500 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

