

## ILM Endorsed Key Managerial Skills for New Managers and Supervisors

### Why Attend

In today's complex work environment, becoming a supervisor or a manager demands new skills and new approaches to getting things done. New managers and supervisors must learn how to lead, motivate, and accomplish tasks effectively and efficiently through others.

By attending this course, you will learn how to lead by using the situational leadership model which, when combined with interactive exercises will take you through the paces of motivation, delegation, and decision making. You will also learn how to stay focused and on track with your goals and objectives using effective time and stress management tools and techniques.

### Course Methodology

This course uses the active-cooperative interactive methods in adult learning such as simulation exercises, lectures and presentations, case studies, and role plays. Also several video segments in the related topics will be displayed and discussed.

### Course Objectives

By the end of the course, participants will be able to:

- Discover their role as new managers or supervisors
- Apply different leadership styles to successfully lead and motivate their employees
- Empower employees through motivation and delegation
- Create and manage winning teams
- Manage self, time, and stress in a restless work environment
- Apply new tools and techniques to improve problem solving and decision making

### Target Audience

New managers or supervisors, prospective managers or supervisors, and managers or supervisors with some experience but no formal training who wish to improve their managerial skills.

### Target Competencies

- Planning and organizing
- Team leadership
- Motivation
- Delegation
- Decision making

### Associations

**ILM :** ILM is the leading provider of leadership and management qualifications in the UK and part of the wider City & Guilds Group, a global leader in skills development. City & Guilds was established in 1878 and is the oldest and largest awarding organisation in the UK. Meirc is pleased to be a recognized ILM provider. This recognition means that participants who fully attend any Meirc course endorsed by ILM, and successfully pass the assessment administered at the end of the course, will receive a certificate from ILM, in addition to the certificate they receive from Meirc. All delegates enrolled in ILM-recognized courses are also entitled to receive a 12-month FREE ILM studying membership. This free membership gives such delegates access to a wealth of support to help them with their studies and their leadership and management career.



### Location & Date

13 Aug - 17 Aug, 2017  
Tbilisi, English

10 Sep - 14 Sep, 2017  
Dubai, Arabic  
JW Marriott Marquis

22 Oct - 26 Oct, 2017  
Dubai, English  
Sofitel Downtown Dubai

10 Dec - 14 Dec, 2017  
Dubai, Arabic  
Rotana Arjaan Media City

*Meirc reserves the right to alter dates, content, venue and trainer.*

### Fees: US\$

Per participant

US\$ 4,900

*(including coffee breaks and a buffet lunch daily)*



For companies that want to maximize the return on their investment in training: **Register 3 participants** on the same course and dates and pay only for 2.

### Course Outline

- Responsibilities of new managers
  - Why most new managers and supervisors fail
  - Managing in the new competitive landscape
  - Managing for competitive advantage
  - Roles and responsibilities
  - The four functions and ten roles of management
  - Skills needed at different management levels

- Common mistakes made by new managers and supervisors
- **Teams and leadership**
  - Differences between teams and work groups
  - What makes a team?
  - How teams can fail
  - Characteristics of high performing teams
  - Stages of team formation
  - Teams dynamics and team building
  - Situational leadership and its application to team leadership
  - Current trends and issues
- **Mastering the art of motivation**
  - Definition motivation
  - Myths about motivation
  - The main theories
  - Current trends and issues
  - Implications for managers
- **Delegation**
  - Definition of delegation and why to delegate
  - Root causes of poor delegation
  - Learning the steps to effective delegation
  - Empowering and motivating employees through delegation
  - The dos and don'ts of delegation
- **Time and stress management**
  - Definition of time management
  - Identifying your time wasters with the activity log
  - Dealing with and managing your time wasters
  - Start planning effectively
  - Using the priority matrix and to-do lists
  - Definition of stress
  - Causes and symptoms of stress
  - Techniques and approaches to managing stress
- **Problem solving and decision making**
  - Tools and techniques
  - The traditional approach to problem solving
  - The helicopter view
  - The Ishikawa fishbone technique
  - The How-How technique
  - The dos and don'ts of brainstorming techniques