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بروجاكس للتدريب والتطوير  
Projacs Training and Development

## Essential Skills for Line Managers

المهارات الأساسية للمدراء والمسؤولين لإنهاء الاعمال بفعالية

16 – 20 Sep 2019

Barcelona / Spain

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

This Workshop offers an extensive training on Skills for Line Managers in the 21<sup>st</sup> Century. And provide the most comprehensive training on managerial effectiveness in formal organizations with practical suggestions for improving management skills. It introduces The Nature of Managerial Work, The Managerial Process and Functions in the most effective Organization to implement its Vision and Mission.

## Objectives

- The Organization of the 21<sup>st</sup> Century.
- Management Process
- Planning and Organizing
- Leading and Controlling
- To become a more Productive Manager.
- To develop Effective Communication Skills and appreciation of the inter-functional coordination necessary for quality service.
- To learn different Management Styles and how to deal with it.
- Effective Line Management Skills
- To Learn Different Leadership Styles
- To become a better Line Manager Today.

## Who Should Attend?

- Middle Management
- First line managers

## Course Outline

### Day One

- The Future Organization
- The Diamond Triangle
- The New Line Managers Skills and Knowledge
- Talent Pipeline
- Knowledge Management
- Management Process
- Planning
- Organizing
- Leading
- Control

### Day Two

- The Nature of Managerial Work
- Change Management
- Productive Performance Appraisal
- Delegation and Empowerment
- Organizational Behavior
- Multi Culture
- Diversity
- Effective Communication
- Managers and Teams
- Leadership Styles
- Followers Types
- Developing Line Management Skills

### Day Three

- The Strategy and Role of Line Managers
- The Importance of Line Managers
- Leadership and Management Dimensions
- Focused Managerial Process
- Autocratic Leadership/Management
- Democratic Leadership/Management
- Charismatic Leadership/Management
- Effective Leadership and Management in the 21st Century

#### Day Four

- Leaders and Managers Differences
- Managerial Grid Styles
- Styles of Managers
- Managerial Problem Solving
- Managerial Decision Making
- Motivation Iceberg
- Freud Iceberg
- Theory X and Y
- Johari Window

#### Day Five

- Creativity
- Innovation
- Critical Thinking
- Globalization
- Technology in Line Management
- IQ versus EQ
- Emotional Intelligence

#### Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- Technical Session 08.30-10.00 am
- Coffee Break 10.00-10.15 am
- Technical Session 10.15-12.15 noon
- Coffee Break 12.15-12.45 pm
- Technical Session 12.45-02.30 pm
- Course Ends 02.30 pm

## Course Fees\*

- **2,950USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

تقدم هذه الورشة التدريبية تدريب مكثف على المهارات للمدراء في القرن الـ21. حيث توفير تدريب أشمل على الفعالية الإدارية في المنظمات الرسمية مع اقتراحات عملية لتحسين المهارات الإدارية. حيث تقوم بتوضيح طبيعة العمل الإداري، والعملية الإدارية في المنظمة لتنفيذ رؤيتها ورسالتها.

## أهداف البرنامج

في نهاية هذه الدورة المتدربين سوف يتمكن المتدربون من:

- عملية الادارة
- التخطيط والتنظيم
- القيادة والسيطرة
- كيف تصبح مدير أكثر إنتاجية.
- تطوير مهارات الاتصال الفعال والتقدير للتنسيق بين الوظائف اللازمة لجودة الخدمة.
- معرفة أنماط الإدارة المختلفة وكيفية التعامل معها.
- مهارات إدارة الفعالة
- معرفة أنماط القيادة المختلفة
- كيف تصبح مدير أفضل