Projacs
an egis company
بروجاكس للتدريب والتطوير
Projacs Training and Development

Improving Your Skills, Abilities and Performance

تطوير المهارات والقدرات والأداء لتنفيذ الأعمال

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Istanbul / Turkey

A Member of:
PROJACS ACADEMY

ProjacsAcademy.com

Introduction

Managerial skills are an integral part of the success, Managerial skills is one of the tools that influences others. It is the dream of all who work in business field, As simple as it is, it is one of the hardest skills you can find in an individual's, and these skills and capabilities distinguish some than others and on different grades, it is important to learn something about it, and upgrade it in order to reach your goals, if you are seeking to succeed in leading others you cannot complain about your subordinate inefficiency or their lack of appreciation of your efforts, it is one of the strength point that you are lacking this possession. You cannot influence others without letting them know without doubt that your attitude, respect and your transparency is the basis of communication.

In the end we must all know why we react toward certain personal or professional situations. Influencing others is just like hypnosis, you cannot influence others, unless they are susceptible.

Objectives

At the end of this course trainees will be able to:

- Identify the skills and abilities that help influencing others and how to acquire them.
- Identify self-skills and capabilities and how to utilize them
- How to acquire new skills to influence others
- Identify the skills and abilities that helps to influence others and how to acquire them

Who Should Attend?

All employees.

Course Outline

Planning and organizing work

- Defining Planning & Organizing
- The Key Elements Of The Planning Cycle
- Setting Goals & Objectives
- SMART(ER) Goals
- Planning & Organizing Exercise
- Types Of Planning Tools
- The Key Elements Of Organizing
- Prioritizing Workload For Effectiveness & Efficiency
- The Pareto Principle
- Planning & Organizing Exercise
- Improving Personal Organization
- Improving Your Work Environment: Office Layout, Computer & Paperwork
- 'Work Smarter, Not Harder'
- Handling Delegation For Effective Organization
- Tips For Work-Life Balance

Time Management: Get Organized for Peak Performance

- Left Brain/Right Brain
- Case Study: Another Day at the Office
- Setting Goals
- Planning Tools
- The Four D's
- Organizing your Workspace
- Organizing Files for Retrieval
- Managing Your Workload
- Delegation
- Projects
- Set a Ritual

Behavioral skills of influencing others

- Networks
- Be clear
- Use humor and fun
- How to Win the others.
- Gain respect.
- Positive relations.
- Allow others to come to know you.

- Be generous and honest.
- Care for your employees.
- Do not wait for others recognition
- Expanded your influence.
- Find a mutual understanding.
- Communicate through smiling.
- Do not be exploitative.
- Hidden agenda.
- Do not hide things.
- Self-confidence.
- Take responsibility.
- Do not be hard that hard
- Reward yourself for rewarding others.
- Delegate.
- Personal power.
- Resist time thieves.
- Do not intimidate others.
- Plans for contingencies.
- Call for innovation.
- Build a successful team

Team Building

- Rules assistance to the success of the teams.
- Benefits teams.
- Disadvantages teams.
- Different types of teams.
- Form a working group.
- Positive and negative behaviors for teams.
- Keys to the success of teams.
- Reasons for the failure of the task forces.
- Organizing task force meetings.
- Team behavior.
- Behavioral skills required for team members.
- Behavioral changes to the team.
- Reward systems for teams.
- Methods of decision-making.
- Decision-making steps.
- Assessment methods work teams.

Prepare others to deal with conflicts

- What are the conflicts?
- The difference between conflict and competition.

- Causes of conflict.
- Avoid conflict resolution mistakes.
- Conflict resolution.
- Stress among workers, which increases the likelihood of conflicts in the organization.

Find and solving problems

- Find and solve problems.
- Problems severity.
- The importance of defining the problem.
- Four steps to solve problems

Creativity and Innovation

- Introduction
- Characteristics of lateral and vertical thinking.
- Steps of inventive process.
- Reasons of not utilizing employee's innovative capacity.
- How to persuade others to accept change and new ideas.
- Innovators characteristics.
- Innovation steps.

Decision-making

- Decision-making is an essential Leadership skill.
- Types of Decisions at different managerial level.
- Decisions based on personal preferences
- Tendencies that affect decision-making.
- How can we reduce the damage of important decisions

Dealing and motivating people

- Introduction.
- Principles of leadership.
- Dealing with individuals (genetics - experience - attitudes and aspirations).
- Attitudes. Pros and cons
- Affecting behavioral system.
- Individual behavior.
- Encourage employees' internal motivation.
- Individual needs.
- Maslow hierarchy of needs.
- People behavior when unfulfilled.
- Maslow Recommendation for managers.
- Using hierarchy of needs.
- How to exercise leadership in the organization.
- Dealing with behavioral rules.

- Ddevelop behavioral rules.
- Start the change in business relations
- questions in Motivating others

Meeting Management

- Basic elements for a successful and effective meeting.
- Considerations when Preparation a meeting.
- Chair Person Personal skills
- Leadership protocol during meetings.
- Subsidiary meetings.
- Dealing with difficult people during meeting.
- Types of directing Questions.
- get the maximum benefit from meeting

Change and stress management

- Change Definition.
- Coping with the change.
- Leadership and Change.
- respond to stresses
- Ssources of stress
- Holmes scale to measure the Stress.
- Daily stresses faced by managers.
- Some important factors affecting the results of the stress.
- Recommendations.
- Negotiation
- Introduction
- What is Negotiation?
- Aim of Negotiation
- How to judge Method of Negotiation
- Phases of Negotiation
- Developing your BATNA
- Principled Negotiation
- Positional Bargaining
- How Can I negotiate if they Have all the power?
- How to plan for Commitment?
- What if they won’t Play?
- What if they use Dirty tricks?
- Don’t be a Victim
- Some Common tricky Tactics
- Summary of Principled Negotiation

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 TAB containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, 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

المهارات الإدارية جزء لا يتجزأ من النجاح، وهى من الادوات المؤثرة في التأثير في الآخرين ، حلم جميع من يعملون في مجال الاعمال ، الا انه على بساطتها من اصعب المهارات التي يمكن أن يتمتع بها الفرد ، وهذه المهارات والقدرات يتمتع بها البعض دون الاخر وعلى مختلف الدرجات ، الا انه من المهم ان يعلم الاخرين شيئا عنها وعن كيفية التعرف عليها والارتقاء بها ، حتى يتمكنوا من الوصول الى اهدافهم ، فإذا كنت من الذين يسعون إلى النجاح في قياده الآخرين، فلا يصح أن تشكو من عدم كفاءه مساعديك أو مرؤوسيك أو عدم تقديرهم لمجهودك فأن عدم سيطرة هذه الأمور عليك يعد دليل قوه لك. لأنه لا يمكنك التأثير في الآخرين دون ان تجعلهم يعون بما لا يقبل الشك ان سلوكك واحترامك لهم وشفافيتك معهم هي اساس التعامل.

وفى النهاية فيجب أن نعرف جميعا ردود الافعال التي تنتابنا تجاه بعض المواقف التي تمر بنا من خلال تعاملنا على الصعيد الشخصي او المهني وأنه وكما في التنويم المغناطيسي، فلا يمكنك التأثير في الآخرين الا إذا كانت لديهم قابلية غير واعية للتأثر.

الاهداف

في نهاية الدورة التدريبية سيتمكن المتدربين من:

- التعرف على المهارات والقدرات التي تساعد على التأثير في الاخرين وكيفية اكتسابها
- تحديد المهارات والقدرات التي يتمتع بها المتدرب وكيفية استخدامها
- كيفية اكتساب مهارات جديدة للتأثير في الاخرين
- التعرف على المهارات والقدرات التي تساعد على التأثير في الاخرين وكيفية اكتسابها

الحضور

جميع الموظفين