



*Training Course:  
The Certified Competent Manager*

*13 - 17 May 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: The Certified Competent Manager

Training Course code: MA1129 From: 13 - 17 May 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 4950 € Euro

### Introduction

This comprehensive development program will give you the tools and skills you will need to manage your team and be a Competent Manager covering all aspects of modern management, this is your opportunity to learn and practice a whole range of tried and tested and cutting edge techniques for managing people. You will leave the seminar with added confidence to get the very best out of your team and manage in a way that will motivate and inspire your team to achieve greater results and work in a more productive way. By using the techniques learned on this course you will soon be seen within your organization as a Competent Manager

In this seminar, you will:

- Identify the key skills and competencies required by a competent professional
- Effective ways of managing performance for you and your team
- Strategies for negotiating, influencing and persuading those you work with
- How to turn around undisciplined employees
- How to create a culture of personal responsibility

### Course Objectives of The Certified Competent Manager

By the end of this program you will be able to:

- Develop their understanding of the skills and competencies required by the competent manager
- Develop an understanding of different approaches to management, including leadership styles
- Learn how to performance manage teams and individuals
- Understand how to manage and develop teams
- Consider the role of negotiation, influencing, and persuasion for the competent manager
- Plan your own continuous professional development

### Organizational Impact of Certified Competent Manager

- Highly trained and motivated managers who will be able to raise performance standards and morale of their staff and colleagues
- Improved leadership, supervisory and management skills
- Improved productivity of the workforce
- Improved inter-team working
- More effective, efficient and successful teams and individuals
- Improved staff performance through continual personal development

### Personal Impact of Certified Competent Manager

As a direct result of attending this course you will:

- Be able to identify the appropriate management model to improve individual and team performances

- Be able to create and monitor a continual personal development plan for yourself and your staff
- Have the necessary skills to be able to establish clear and concise goals for the organization, department and employees
- Be confident to plan and manage coaching sessions effectively
- Gain a greater understanding of highly effective management tools
- Develop the ability to motivate and develop your staff

## Course Methodology of Certified Competent Manager

The seminar is carefully designed to address all styles of learning and to engage participants fully. Lectures, videos, and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations, where delegates will be able to examine their own working practices and experiment with new ones, within the safe environment of the training room. Delegates will also learn from the experiences of other delegates who come from a variety of multi-disciplinary departments and organizations. This process makes training fun-filled, fast-paced, challenging, and empowering.

## Course Outlines of Certified Competent Manager

### DAY 1

#### Seminar introduction and objectives

- Reviewing the role of the competent manager
- Identifying the skills and competencies required by the role
- Understanding how management has to adapt to a culture
- The new business reality and impacts on managers
- Building a professional development plan
- Creating business culture within our team
- Creating minimum behavioural standards
- Risk, reward, and motivation

### DAY 2

#### Establishing the difference between management and leadership

- Reviewing alternative approaches to management
- Establishing your own leadership and management style
- Identifying the impact your leadership and management style has on your team
- Learning that personality styles and assigning responsibility are linked
- Understanding the mindset of your staff
- How to run effective team meetings
- How to hold performance improvement meeting
- Time management

### DAY 3

#### Understanding the performance management cycle

- Identifying and agreeing individual and team objectives
- Ensuring everything is in place for excellent performance
- Monitoring performance

- Reviewing performance and giving feedback
- Effective questioning techniques
- Silent coaching to improve individual performance
- Listening to a manager's greatest weapon
- 4 quadrant model of motivation

#### DAY 4

##### Identifying stages of team development

- Understanding the difference between a group and a team
- Different team roles and their contribution to a successful team
- Identifying and planning effective team development
- How to present our ideas to the team
- Communication tools for managers
- The relationship bank account
- Deposits and withdrawals
- Creating a culture of recognition
- The recognition formula

#### DAY 5

##### Negotiation styles and when they might be appropriate

- Influencing your line manager, colleagues, and customer
- Identifying appropriate opportunities and strategies for persuasion.
- Negotiation secrets to help you win
- Letting the other person Save face
- Case study of elite negotiators
- Continuing development schedule
- Readers are leaders

## Registration form on the Training Course: The Certified Competent Manager

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
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