



*Training Course:  
The Certified Competent Manager*

*7 - 11 September 2026  
Milan (Italy)*

# Training Course: The Certified Competent Manager

Training Course code: MA1129 From: 7 - 11 September 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

## Introduction

In today's dynamic and results-oriented business environment, effective management is essential for achieving organizational success. Competent managers must possess a balanced set of skills that combine leadership, strategic thinking, communication, and operational excellence.

This program, developed by [Global Horizon Training Center](#), is designed to equip participants with the core competencies required to perform effectively as managers. It focuses on enhancing managerial capabilities in planning, decision-making, team leadership, communication, and performance management.

Participants will gain practical tools and techniques to lead teams, manage resources efficiently, and drive organizational performance while adapting to change and challenges in the modern workplace.

## Course Objectives

By the end of this program, participants will be able to:

- Understand the core competencies of an effective manager
- Apply leadership and management principles in real-world scenarios
- Plan, organize, and manage work efficiently
- Improve decision-making and problem-solving skills
- Enhance communication and interpersonal effectiveness
- Lead and motivate teams for high performance
- Manage performance and achieve organizational objectives
- Adapt to change and drive continuous improvement

## Target Audience

This program is designed for:

- New and Emerging Managers
- Supervisors and Team Leaders
- Middle-Level Managers
- Professionals transitioning into management roles
- Project and Operations Managers
- Anyone seeking to enhance managerial competence

## Outline

### Day 1: Foundations of Effective Management

- Roles and Responsibilities of a Manager
- Leadership vs. Management
- Core Management Functions Planning, Organizing, Leading, Controlling
- Understanding Organizational Goals and Strategy
- Self-Assessment: Management Style and Competencies
- Case Studies on Effective Management

### Day 2: Planning, Organizing, and Time Management

- Setting Goals and Priorities
- Work Planning and Resource Allocation
- Time Management Techniques
- Delegation and Work Distribution
- Managing Workflows and Processes
- Tools for Effective Planning

### Day 3: Decision-Making and Problem-Solving

- Decision-Making Models and Techniques
- Identifying and Analyzing Problems
- Root Cause Analysis Tools
- Evaluating Alternatives and Risk-Based Decisions
- Creative Thinking and Innovation
- Case Studies and Practical Exercises

### Day 4: Leadership, Communication, and Team Management

- Leadership Styles and Their Impact
- Building and Managing High-Performance Teams
- Effective Communication and Active Listening
- Conflict Management and Resolution
- Motivation and Employee Engagement
- Coaching and Mentoring Techniques

### Day 5: Performance Management and Continuous Improvement

- Setting Performance Standards and KPIs
- Monitoring and Evaluating Performance
- Conducting Performance Appraisals
- Providing Feedback and Coaching
- Managing Change and Improvement Initiatives
- Developing Personal and Team Action Plans

## 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,  
Egypt.