



*Training Course:
The Certified Competent Manager*

*28 June - 2 July 2027
Milan (Italy)*

Training Course: The Certified Competent Manager

Training Course code: MA1129 From: 28 June - 2 July 2027 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:
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Personal E-Mail:
Official E-Mail:

Company Information

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Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
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Personal E-Mail:
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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