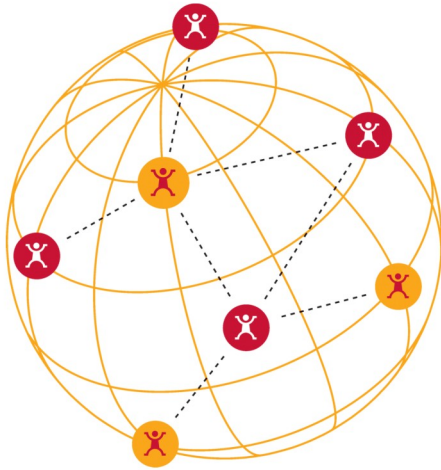


TRAINING PROGRAM OUTLINE



MGT-106E EFFECTIVE MANAGEMENT SKILLS

DESCRIPTION

A 5-day Training Program to provide participants with the tools and skills required to manage more effectively and improve personal and professional performance in the areas of planning, problem-solving, decision-making and communication.

OBJECTIVES

- Improve the participants' ability to design and implement effective business strategies by integrating contemporary management concepts, tools and techniques into their planning activities
- Provide an understanding of key business activities and how they can be aligned with business strategy
- Examine proven leadership, communications, negotiating, coaching and team-building concepts to help participants become more effective leaders
- Sharpen the participants' decision-making and problem-solving skills
- Provide techniques to create a positive work climate, with committed and motivated employees working as a team



- Provide techniques to effectively manage change within the organization
- Show participants how to manage strategic planning as an ongoing process, link tactical plans to strategic plans and improve execution to achieve desired results
- Explain how to build effective networks that leverage sales and competitiveness
- Provide an understanding of how to use contemporary performance-enhancing techniques to create high-performance work systems and to achieve continuous improvement in work processes, teamwork and management practices

TOPICS

- Plan: role of the global thinker and strategist
 - Understand the impact of industry forces on the organization
 - Understand why employees are the key to success
 - Understand customer needs
 - Know the organization's competitors
 - Understand true shareholder value
 - Identify the organization's mission, vision and values
 - Focus on strategies that flow from corporate needs
 - Identify environmental forces that could impact the organization's strategy
- Communicate: importance of effective communications to drive change and achieve results
 - Communicate mission, vision and values
 - Communicate effectively across the organization
 - Communicate goals and priorities in a manner that energizes people to move in the desired direction
 - Ensure synergies between people, processes and strategies
 - Understand the role of communications in helping the organization move from fear to commitment
 - Understand change management
 - Lead change that will create economic value and develop organizational capabilities
 - Deal with resistance to change
- Execute: mastering complexity and building capabilities



- Predetermine milestones and measurable results in terms of revenues, costs and scheduling
 - Learn how to set priorities
 - Establish and manage contingency allowances, margins and reserves
 - Learn how to design and build a high-performance team
 - Realign behavior to meet organizational goals
 - Evaluate employees and situations to manage staff more effectively
 - Identify and overcome barriers to team performance
- Execute: mobilizing teams to reach objectives
 - Use motivation to encourage people to perform at their peak
 - Use leadership skills to best influence group processes
 - Involve others in the decision-making process
 - Establish objectives and scope
 - Create a realistic plan and budget with clear deliverables
 - Set performance expectations and take corrective measures
- Measure and manage: customer satisfaction – key to achieving success
 - Outline the main factors in providing a professional, customer-focused service
 - Learn how to respond effectively to customer incidents/complaints
 - Understand customer expectations
 - Define service standards and Service Level Agreements (SLAs)
 - Measure product line and divisional performance
 - Measure quality, customer service and productivity
 - Identify relevant costs and revenues for decisions such as outsourcing, adding or dropping a product and restructuring an organization
- Continuous improvement: combining entrepreneurial drive and business acumen
 - Link marketing and sales strategies to the overall business strategy
 - Identify and exploit opportunities for new services, improved processes and enhanced customer service
 - Link all activities to delivering customer value



TARGET AUDIENCE

- Telecommunications managers and personnel supervising other employees, leading teams or managing projects, who want to:
 - Develop state-of-the-art strategy-planning capabilities
 - Acquire or improve on existing leadership and coaching competencies
 - Gain knowledge and tools to successfully deliver projects on time and on budget
 - Develop skills in change management by leading and supporting people through change
 - Use effective communication and relationship management skills to maximize productivity and results
 - Learn to generate increased sales volume and profits
- Managers looking to complement their skill-set by gaining more effective management skills

METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.



EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

