

MGT-106 - Compétences managériales pour réussir

Description

Note : Le descriptif de cette formation n'est actuellement disponible qu'en anglais. Nous pouvons toutefois offrir la formation en français sur demande. Veuillez nous contacter à training@neotelis.com

Building effective management and supervisory skills can help organizations succeed in today's changing telecom environment. It is thus essential for managers to develop and refine the skills they need to manage collaborators more effectively and be ready for unexpected change.

This 5-day training course provides participants with the competencies required to manage more effectively collaborators and improve professional performance in the areas of planning, problem-solving, decision-making, change management and communication.

Learning Outcomes

At the end of the course, participants will be able to:

- Describe the components of an effective management process
- Apply proven leadership, communications, negotiating, and team-building concepts to become more effective leaders
- Improve their decision-making and problem-solving skills
- Design and implement effective business strategies by integrating contemporary management concepts, tools and techniques into their planning activities
- Manage strategic planning as an ongoing process, link individual plans to strategic plans and improve execution to achieve desired results
- Create a positive work climate, with committed and motivated employees working as a team
- Effectively manage change within the organization

Topics

The training course covers the following topics:

DAY 1

- Effective management skills: Process
- Leadership
 - Leadership styles
 - Skills and effectiveness
 - Power and influence
 - Motivation and emotional intelligence
 - Teams and performance
 - Culture and performance
 - Organizational change
- *Workshop: Blake-Mouton - Leadership self-assessment questionnaire*
- *Workshop: The management-leadership continuum*
- *Workshop: Emotional intelligence questionnaire*
- *Workshop: Eight areas of leadership assessment*

DAY 2

- Communication
 - Effective communications
 - Communications for successful change
 - Questioning and Listening
- *Workshop: Communication plan*
- *Workshop: Choose the right questions*
- *Workshop: Active listening*
- Problem-solving & decision-making
 - Analytical approach to problem-solving
 - Decision-making
- *Workshop: Lunar survival*
- Negotiation

DAY 3

- Talent management
 - Talent management and manager's role
 - Attracting, retaining and engaging talent

- Linking engagement to corporate performance
- *Workshop: Recruiting interview*
- *Workshop: Onboarding best practices*
- *Workshop: Employee development*
- *Case Study: When compensation goes wrong: The Wells Fargo scandal*

DAY 4

- Planning
 - Management role in planning
 - Overview of strategic planning
 - Assessing environmental forces
 - Developing vision, mission and objectives
 - Formulating strategy
 - Executing strategy
- Controlling
 - Key to effective execution
 - Financial control - budgets
 - Budgeting challenges
 - The accountability challenge
 - Fostering accountability
- *Workshop: Test your alignment*
- *Case Study: Tesla Motors*
- *Workshop: Elevator speech*

DAY 5

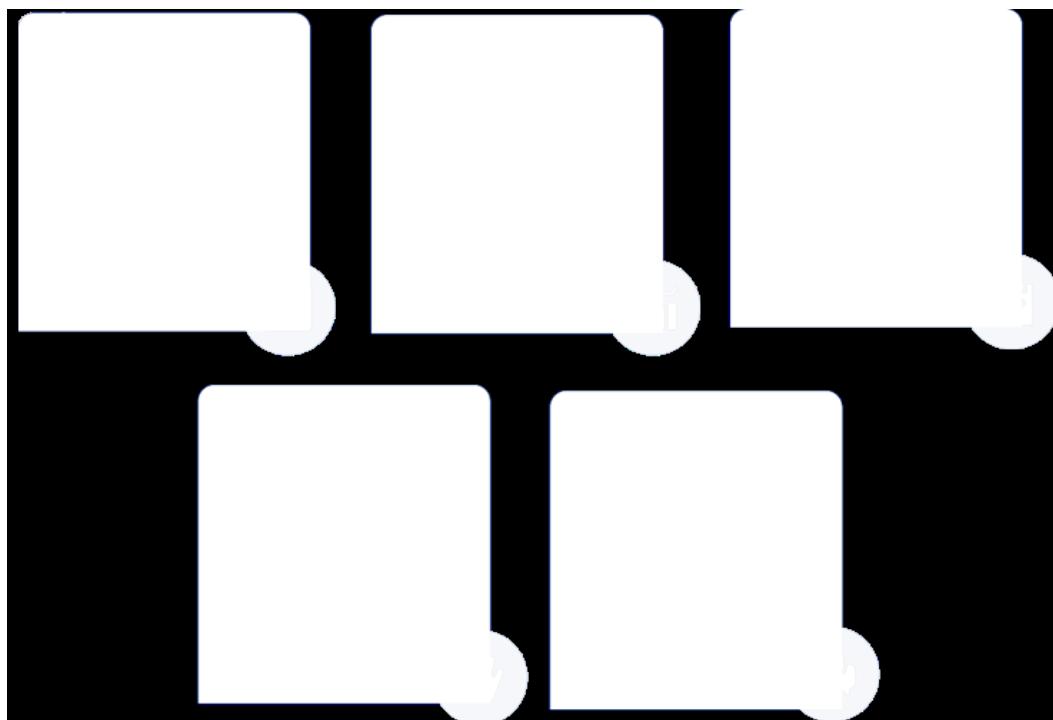
- Change management
- Organizing
 - Designing the effective organization
 - Challenges in organizational design (OD)
 - Nine golden rules for successful OD
 - Organizing through processes
 - Continuous improvement through Business Process Improvement (BPI)
- *Workshop: Commitment to leading change*
- *Case Study: Verizon restructuring*
- *Workshop: Business process improvement*

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

Méthodologie

Une combinaison d'activités pratiques et de présentations interactives pour favoriser et optimiser l'apprentissage :



Lieu

Certaines formations de Neotelis sont organisées dans différentes villes à travers le monde. Veuillez nous contacter à training@neotelis.com pour obtenir le Calendrier annuel de formation.

Neotelis peut également livrer des sessions de formation en intra-entreprise, spécialement pour votre organisation. Veuillez nous contacter à training@neotelis.com pour de plus amples informations et pour obtenir une Proposition.

À propos de Neotelis

Neotelis fournit des services de formation, de conseil ainsi que des conférences et des publications à l'industrie mondiale des télécommunications. Son équipe d'experts seniors a formé des milliers de dirigeants et gestionnaires travaillant pour des opérateurs, des régulateurs et des gouvernements dans plus de 120 pays à travers le monde.

... Ces leaders de l'industrie utilisent Neotelis. Ne soyez pas à la traîne ! ...



هيئة الاتصالات وتقنية المعلومات
Communications & Information
Technology Commission



Telecommunications Authority
of Trinidad & Tobago



هيئة تنظيم الاتصالات
Telecommunications Regulatory Authority



4802 rue de Verdun, Bureau #1, Montreal, QC, H4G 1N1 Canada

Tel: +1 514 281 1211 Fax: +1 514 281 2005

info@neotelis.com