

Eagle of Management in Free Market Horizon

Outline of Training Modules

Module One

Professional Management Fundamentals

- How to speak in confidence to get the job done
- How to function the **4Ps**
- The art of giving professional criticism
- The game of receiving professional criticism
- Leadership is an attitude not a profession
- Shepherding Vs. Shepherd
- Strength and weaknesses of fashionable leadership
- Difference between traditional leadership and **SDWT**
- Importance of the **ARIA** to lead to the **SDWT**

Module Two

Effective Managerial Communication Skills

As they serve being the vehicle to understand & be understood

Communication Defined

The Communication SPRITE

- The Significance
- The Process
- The Rules
- The Intrusions
- The Types
- The Effects

Forms of Communication

- Verbal
- Visual
- Written
- Non-Verbal

Working towards Better Communication

- Self Management
- Active Listening
- Useful Body Language
- Effective Questioning

Effective Communication in Application

- The Art of Positive Self-Expression

Module Three

How to be Creative on the Job Conquer the Brain Drain

- Creative Thinking Concepts
- Idea Generating Techniques that help overcome brain drain and developing more flexible, quick and effective solutions
- Problem Solving Strategies that address the root causes of the challenge
- Decision Making Tools that build harmony and enhance results based on confidence in making valued decisions

Module Four

Motivation

After completion of this course, participants will

- Understand the different Motivation and De-motivation techniques
- Identify the sources of motivation
- Be able to motivate co-workers and subordinates effectively

A. Defining Motivations

- A.1 What Is Motivation?
- A.2 What Is Motivation Made of?

B. Maslow's Hierarchy of needs

- B.1 And its on-the-job application
- B.2 Higher order needs Vs. Lower Order Needs

C. McGregor's Motivational Theories

- C.1 Theory X
- C.2 Theory Y
- C.3 Theory Z – A Japanese Approach

D. Herzberg's Motivational Theory

- D.1 Hygiene Factors
- D.2 Motivators

E. Reward and Recognition Systems

- E.1 Extrinsic Rewards
- E.2 Intrinsic Rewards
- E.3 How to give Rewards

F. The "War-Room" Model

Module Five

Problem Solving

After completion of this course, participants will

- Learn about the Fundamentals of Problem Solving.
- Be able to take a pragmatic approach to problem solving in their day-to-day business
- Be able to plan for problems before they occur
- Be able to take effective decisions towards problem solving.

A. The Relevance of Planning to Problem Solving:

- A.1. How can planning decrease the occurrence of Problems?
- A.2. How to plan for Problems Before they Occur?

- Impact Analysis
- Quantifying the Problem
- Contingency Planning

B. Creating the Right Environment for Problem Solving

- B.1. Evolving Team Members into Effective Problem Solvers
- B.2. The problem Solving atmosphere

C. Identifying Problems:

- C.1. Tracing the Root Causes of Problems
- C.2. The Seven Sources of Problems

D. Problem Solving Techniques:

- D.1. The Six Stages to Effective Decision Making
- D.2. Cause Elimination Vs Symptomatic Resolution
- D.3. The Five Methods of Problem Solving and Conflict Management

Module Six

Being Assertive at the Job

- How to improve your dealings with aggressive people
- Types of behavior (submissive, aggressive, and assertive)
- Why people behave aggressively or submissively
- Recognizing assertive, submissive and aggressive behavior
- Exercise on assertive, aggressive or submissive
- Non-verbal aspects of submissive, assertive and aggressive behavior
- Advantages of assertive behavior
- Types of assertiveness
- How to use assertiveness to deal with aggressive people
- Are you a winner or a loser
- Stress management
- Is it a positive or negative stress
- "Wh" before you delegate
- What are time robbers
- 25 ways to save your time
- Where time goes

Module Seven

Negotiation Skills Course

Objectives

After completion of this course, participants will:

- Understand the different Negotiation techniques
- Be able to negotiate effectively in their day-to-day operations
- Be able to reach win-win situations with their counterparts

A. The Fundamentals:

- A.1. What Is A Win-Win Situation?
- A.2. The Customer-Supplier Relationship

B. Creating A Healthy Environment For Negotiation:

- B.1 Setting The Scene
- B.2 Appealing To Your Customer

C. Organizational Behavior And Negotiation

- C.1. Sources Of Power In Negotiation
- C.2. The Four Social Styles

D. What To Do While Negotiating:

- D.1. When Your Customer Says “No” - Dealing With Rejection
- D.2. When To Close And When Not To
- D.3. Verbal And Non-Verbal Agreement Signals
- D.4. Roles During A Negotiation
- D.5. Do’s And Taboos Of Negotiation

E. Putting Negotiation To Work:

- E.1. Negotiation as Part Of Problem Solving
- E.2. Role Play: Negotiation Scenarios

Target Audience

- Top management team members
- Middle management
- Leaders and supervisors
- Group is not to exceed fifteen participant

Duration

- It is a ten days training program from 9:00 a.m. till 3:00 p.m.
- It is a total of 60 hours training

Methodology

- Video tapes
- Games
- Case studies
- Group exercise
- Group discussion
- Role play
- This program is delivered by three consultants, (multi training show)