

MANAGING WORK SUCCESSFULLY

Rationale

Managers should have the ability of establishing appropriate operational goals and attaining them in the most efficient manner. To this end, managers must determine work goals and the appropriate actions for attaining them; delegate authority; establish work performance standards; and take corrective action.

Objectives

At the end of the workshop, participants should be able to:

1. Explain the four major functions of managers.
2. State at least seven qualities of a good manager.
3. Explain the ten cardinal principles of Quality.
4. Explain the basics of managerial planning.
5. Explain the technique of Management by Objectives.
6. Set priorities and delegate effectively.
7. Establish specific and verifiable performance standards.

Content

1. Overview of Management
2. Concept and cardinal principles of Quality
3. Understanding work processes
4. Managerial planning
5. Effective delegation
6. Establishing work performance standards

Methodology

Interactive lectures, exercises, group discussions, role plays and video presentation

Duration

2 days

Target Group

Managers and those about to be promoted to managerial positions

Facilitator

Dr. Ranjit Singh Malhi