

# DEVELOPING HIGH-PERFORMANCE MANAGERS

## Rationale

Organizations cannot function productively without high-performance managers. High-performance managers get things done with and through others both effectively and efficiently. The main purpose of this workshop is to equip managers with the necessary skills and knowledge related to personal competence, interpersonal competence and work competence.

## Objectives

- At the end of the workshop, participants should be able to:
1. Explain the four major managerial functions.
  2. Assess their managerial competence level.
  3. Define self-leadership and state its ten key elements.
  4. List at least five major time wasters and their solutions.
  5. State at least five guidelines on coping effectively with stress on the job.
  6. Set priorities and delegate effectively.
  7. State at least ten qualities of a good leader.
  8. List at least ten ways of motivating subordinates.
  9. State at least five principles each of getting along with their bosses and subordinates.
  10. Explain the ten commandments of effective communication.
  11. Explain the seven steps of the rational problem-solving process.
  12. Develop an action plan to enhance their managerial skills.

## Content

1. Overview of Management
2. Mastering Self-Leadership
3. Managing Time Successfully
4. Managing Stress Effectively
5. Delegating Effectively
6. Practising Effective Leadership
7. Motivating Employees
8. Mastering Human Relations
9. Communicating Effectively
10. Making Decisions and Solving Problem Effectively

## Methodology

Interactive lectures, exercises, self-assessment instruments, role plays, video presentation, group discussions and case studies

## Duration

3 days

## Target Group

Managers and those about to be promoted to managerial positions

## Facilitator

Dr. Ranjit Singh Malhi/Azman Shah/K.N. Krishnadas