



MASTERING MANAGEMENT SKILLS FOR NEW MANAGERS

23-24 April 2018

Crowne Plaza Hotel Port Moresby – PNG
Papua New Guinea



Zeeshan Lakhpaty



**New Manager
Best Practices**

Tips, tools and trends to help new managers and supervisors to succeed



Limited seats available

MASTERING MANAGEMENT SKILLS FOR NEW MANAGERS

23–24 April 2018

Crowne Plaza Hotel Port Moresby – PNG

INTRODUCTION

This training is designed specifically for the new managers and upcoming managers to provide them with the essential line management toolkit enabling them to become successful managers. With invaluable strategies and tools, this course will help managers improve their job performance, give them the edge they need to produce best results as a manager and become the leaders of tomorrow

This training will enable the participants to manage, motivate, retain, delegate, coach and develop their team more effectively and help them to focus more time on the important strategic work.

BENEFITS OF ATTENDING

After the learning Intervention, the participants will be able to:

- ✓ Gain deeper understanding of roles and responsibilities of highly effective manager.
- ✓ Develop trust, mutual cooperation and sense of connection among team.
- ✓ Become a creative manager who quickly helps team to achieve targets.
- ✓ Delegate tasks to the team members and continuously develop team with delegation.
- ✓ Utilize each and every employee talent, skills and abilities.
- ✓ Coach and empower team members to perform at their peak and help them grow.
- ✓ Motivate team members to perform with full potential.
- ✓ Give constructive feedback to team members to increase performance.
- ✓ Retain top talented employees.
- ✓ Plan, organize and prioritize tasks by focusing on top priorities.
- ✓ Identify current gaps in the team, and learn how to improve them by working closely with the team.

COURSE OUTLINE

Understanding Roles of Highly Effective Manager:

- ▶ Gaining deeper understanding of new roles and responsibilities of a successful manager.
- ▶ Understanding the significance of line management skills for overall success.
- ▶ Developing qualities of an effective manager and avoiding the most common mistakes the branch managers do.

Motivating Team for High Performance:

- ▶ Understanding internal and external motivational factors of your team members.
- ▶ Create a culture of motivation, empowerment and happiness.
- ▶ Bringing passion and interest in the work that your team do.
- ▶ Applying GOTCHA approach that value and recognize achievements of the employees.

Planning and Prioritizing and Being Proactive:

- ▶ Differentiating between urgent, important, not urgent and not important tasks.
- ▶ Understanding and implementing Priority Time Management Matrix.
- ▶ Optimizing efforts with INO Important, Neutral, Ordinary efforts as per tasks significance.
- ▶ Learning How to plan your daily, weekly, monthly and quarterly activities in a proper manner.
- ▶ Identify your time robbers and learn ways to eliminate/reduce them.
- ▶ Being proactive, adopting proactive behaviors and planning tasks proactively

Delegating and Developing Team:

- ▶ Understanding the benefits of delegation as a tool for employee development.
- ▶ Overcoming barriers to delegation.
- ▶ Learning when, how and whom to delegate for better results.
- ▶ Learning the various types of delegation and their advantages and disadvantages of each type.
- ▶ Learning the powerful six step delegation process.
- ▶ Implementing the five levels of delegation in the and learning which level to use when.

Creating a Performance Feedback Driven Culture:

- ▶ Developing a feedback culture as feedback breakfast for champions.
- ▶ Learning how to give constructive feedback by using CEDAR model.
- ▶ Developing best way to formulate your feedback in order to get the best results.
- ▶ Learning which strategies work best for providing effective feedback.
- ▶ Differentiating between constructive feedback and negative feedback.
- ▶ Implementing the steps of giving effective feedback and feedback checklist.

Coaching Team:

- ▶ Finding coaching opportunities for your team members.
- ▶ Learning how to create action plan for coaching each employee.
- ▶ Avoiding the common coaching mistakes which managers do.
- ▶ Using active coaching model and steps of successful coaching.
- ▶ Using GROW model for coaching and solving problems.

Building Synergy and Team Work:

- ▶ Building relationship that increases trust and mutual cooperation among team.
- ▶ Learning how to collaborate and accomplish results in a diversified team.
- ▶ Removing grudges and differences while encouraging the power of teamwork.
- ▶ Communicating openly and effectively while reducing communication gaps.
- ▶ Adopting the Together Everyone Achieve AwesoMeness approach.

Retaining Top Performers:

- ▶ Learning ways and strategies to retain talented employees and reduce employee turnover.
- ▶ Taking proactive practical measures to address the risk of losing talent.
- ▶ Promoting from within and developing potential successors for retention.
- ▶ Mentoring and coaching as a tool for employee retention.
- ▶ Using the performance/potential grid to identify the stars.

Real Simulations and Role Plays:

The managers will do practical application with the following real role plays:

- ▶ How to motivate average/low performer employee.
- ▶ How to delegate tasks to employee.
- ▶ How to give feedback to employee.
- ▶ How to do active coaching with an employee.
- ▶ How to retain talented employee.

Zeeshan Lakhpaty is a well known International Trainer and Facilitator having trained more than thirty thousands of professionals across the Asia Pacific region.

Zeeshan's experience includes training employees from a wide range of industries including banking, insurance, pharmaceutical, telecom, FMCG, information technology, manufacturing, automobile, petroleum and oil and gas industries.

Zeeshan has worked with top leading multinational companies by adding great value with tailored learning interventions. Zeeshan has added value to companies like Nestle, Almarai, Toyota, Total Oil, Emirates LC, Abbott, Novo Nordisk, Bayer, Dubai Port Holdings, Schneider Electric, Abu Dhabi Group, Bank of Alexandria, United Nations, Agility Logistics just to name a few.

Zeeshan is among very few industry trainers who have practical experience of working with top multinational organizations; Zeeshan has worked as an employee in various roles with Proctor and Gamble P&G, English Biscuit Manufactures EBM and Royal Bank of Scotland RBS which gives him an edge in designing practical learning interventions with transferrable workplace skills.

Zeeshan has conducted training programs through the Association of Professional Trainers, Singapore, Facilitator's Network Singapore FNS and International Coaching Federation ICF. Zeeshan was awarded as a best speaker by various Toastmaster International Clubs based in Singapore few of them including YMCA Toastmaster and Whampao Toastmaster International.

Zeeshan regularly writes for DAWN as one of the prominent authors of the best workplace articles published in DAWN Advertiser.

DELEGATE REGISTRATION FORM

Delegates

Name _____
Job Title _____
Telephone _____
Mobile _____
E-mail _____

Name _____
Job Title _____
Telephone _____
Mobile _____
E-mail _____

Name _____
Job Title _____
Telephone _____
Mobile _____
E-mail _____

Organization

Name _____
Telephone _____
Fax _____
Address _____

Authorization (This form is invalid without a signature)

Name _____
Job Title _____
Signature _____
Date _____

Contact Person

Name _____
Job Title _____
Telephone _____
Fax _____
Mobile _____
E-mail _____

Workshops	Regular Fee (per Delegate)	Group Fee: 3 or more pax (per Delegate)
Mastering Management Skills for New Managers 23-24 April 2018, Crowne Plaza Hotel Port Moresby - PNG	USD995	USD795