



## **External Training Course**

### **Essential Management Skills for Administrators and Middle Management**

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**From 30 Sep. To 04 Oct. 2024**  
**From 18 Nov. To 22 Nov. 2024**  
**From 09 Dec. To 13 Dec. 2024**  
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**Novotel Bangkok Sukhumvit 20 Hotel  
Bangkok, Thailand**

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**Essential Management Skills for  
Administrators and Middle Management**

**From 30 Sep. To 04 Oct. 2024**

**Fees: 1750 KD**

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**Course Description:**

This Essential Management Skills for Administrators training course has been specifically designed to help the participants understand a manager's role and to equip them with the key skills necessary to be an excellent and inspiring manager. Making a move into management is likely to present new challenges and responsibilities and requires an entirely new skill set. Climbing up the ladder into a management role is both exciting and daunting. Now you are also responsible for directing, developing, and managing others, so it is essential to find out how to manage effectively and with a positive impact. Being a great manager doesn't happen automatically; you need to invest time and energy to develop the necessary skills. It is likely that you can make this move because you have been the "go to" person your boss and co-workers have always counted on. But now you need to equip yourself with the qualities of a leader. You will be required to know how to motivate and build team morale, take the initiative, solve problems, and manage performance. This training course will enhance the participants' skills by:

- Clarity on what skills and techniques are needed in a management position.
- Recognising and implementing excellence in communication skills.
- Understanding personal leadership styles.
- Implementing performance management techniques.
- Increased understanding of how to manage yourself, your behavior, and your emotions.
- Building motivated and effective teams.

**Course Objectives:**

Attendance on this training course will equip delegates with the necessary skills and techniques to successfully make the move into management, or if you are already managing, it will refine those skills and help you to be more effective. It will help delegates to manage and lead teams and to personally perform to a high level. By the end of this training course you will be able to:

- Communicate clearly and effectively at all levels.
- Develop effective personal leadership skills.
- Build effective teams and empower team members through delegation, coaching and mentoring.
- Manage and understand your own stress and that of your team members.
- Understand the key elements of emotional intelligence.
- Sustain performance and continuous improvement.
- Make better and more effective decisions.

### **Course Outline:**

#### **DAY 1: Your Role as a Manager**

- Self-perception, Developing Your Unique Brand.
- The Qualities and Competencies of an Effective Manager.
- Defining the Roles and Responsibilities of an Effective Manager.
- Handling the Transition from Being Managed to be a Manager.
- Understanding Your Personal Management Styles, Strengths and Weaknesses.
- Developing an Awareness of the Connection between Personality and Behaviour.

#### **DAY 2: Communicating with Impact, Integrity, and Clarity**

- Recognising the Importance of Business Networking.
- Expanding Your Impact and Influence.
- Communicating with Clarity: Verbally and Non-verbally.
- Responding Effectively to Different Communication Styles.
- Persuasive and Effective Presentations.

#### **DAY 3: Managing, Inspiring and Leading Teams**

- Defining the Characteristics of Effective Teams.
- Understanding How Teams Develop.
- Decision-making and Problem-solving Strategies.
- Maintaining Team Motivation.
- Building Excellent Teams.

#### **DAY 4: Performance Management**

- Introduction to Performance Management.
- High Impact Regular Performance Discussions.
- Organising Effective Meetings.
- Prioritising and Using Time Effectively.
- Practical Decision-making Skills.
- Conflict Management – Achieving Win-Win Solutions.

#### **DAY 5: Developing Emotionally Intelligent and Resilient Teams**

- Managing Work-related Stress and Pressure.
- Emotional Intelligence at Work.
- Coaching and Mentoring.
- Understanding Diversity and Reducing Unconscious Bias.
- Measuring Your Performance based on Objectives, Standards, Set Responsibilities and Achieved.
- Action Planning.

# American Global Institute for Private Training

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## Course Details & Agenda:

### First Day Agenda

8.30	9.00	Opening Remarks (30 Min.)
9.00	11.30	<u>DISCUSS COURSE TOBICS:</u> <ul style="list-style-type: none"> <li>Your Role as a Manager.</li> <li>Communicating with Impact, Integrity, and Clarity.</li> <li>Managing, Inspiring and Leading Teams.</li> <li>Performance Management.</li> <li>Developing Emotionally Intelligent and Resilient Teams.</li> </ul>
11.30	12.00	Coffee Break
12.00	14.00	<u>Your Role as a Manager:</u> <ul style="list-style-type: none"> <li>Self-perception, Developing Your Unique Brand.</li> <li>The Qualities and Competencies of an Effective Manager.</li> <li>Defining the Roles and Responsibilities of an Effective Manager.</li> <li>Handling the Transition from Being Managed to be a Aanager.</li> <li>Understanding Your Personal Management Styles, Strengths and Weaknesses.</li> <li>Developing an Awareness of the Connection between Personality and Behaviour.</li> </ul>
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

### Second Day Agenda

9.00	11.30	<u>Communicating with Impact, Integrity, and Clarity:</u> <ul style="list-style-type: none"> <li>Recognising the Importance of Business Networking.</li> <li>Expanding Your Impact and Influence.</li> <li>Communicating with Clarity: Verbally and Non-verbally.</li> </ul>
11.30	12.00	Coffee Break
12.00	15.00	<u>Communicating with Impact, Integrity, and Clarity:</u> <ul style="list-style-type: none"> <li>Responding Effectively to Different Communication Styles.</li> <li>Persuasive and Effective Presentations.</li> </ul>
15.00	15.30	Questions and Discussion
15.30		Buffet Lunch

### Third Day Agenda

9.00	11.30	<u>Managing, Inspiring and Leading Teams</u> <ul style="list-style-type: none"> <li>Defining the Characteristics of Effective Teams.</li> <li>Understanding How Teams Develop.</li> </ul>
11.30	12.00	Coffee Break
12.00	15.00	<u>Managing, Inspiring and Leading Teams</u> <ul style="list-style-type: none"> <li>Decision-making and Problem-solving Strategies.</li> <li>Maintaining Team Motivation.</li> <li>Building Excellent Teams.</li> </ul>
15.00	15.30	Questions and Discussion
15.30		Buffet Lunch

## Fourth Day Agenda

9.00	11.30	<u>Performance Management:</u> <ul style="list-style-type: none"> <li>• Introduction to Performance Management.</li> <li>• High Impact Regular Performance Discussions.</li> <li>• Organising Effective Meetings.</li> </ul>
11.30	12.00	Coffee Break
12.00	15.00	<u>Performance Management:</u> <ul style="list-style-type: none"> <li>• Prioritising and Using Time Effectively.</li> <li>• Practical Decision-making Skills.</li> <li>• Conflict Management – Achieving Win-Win Solutions.</li> </ul>
15.00	15.30	Questions and Discussion
15.30		Buffet Lunch

## Fifth Day Agenda

9.00	11.30	<u>Developing Emotionally Intelligent and Resilient Teams:</u> <ul style="list-style-type: none"> <li>• Managing Work-related Stress and Pressure.</li> <li>• Emotional Intelligence at Work.</li> <li>• Coaching and Mentoring.</li> </ul>
11.30	12.00	Coffee Break
12.00	15.00	<u>Developing Emotionally Intelligent and Resilient Teams:</u> <ul style="list-style-type: none"> <li>• Understanding Diversity and Reducing Unconscious Bias.</li> <li>• Measuring Your Performance based on Objectives, Standards, Set Responsibilities and Achieved.</li> <li>• Action Planning.</li> </ul>
15.00	15.30	Questions, Discussion & Conclusion Training Course.
15.30		Buffet Lunch

## Administration Course

