

## **MANAGEMENT SKILLS & TECHNIQUES**

### **Effective Goal Setting, Planning & Task Management**

**(A 5-Day Program)**



This new and exciting program is designed to meet two primary objectives. The first is to improve the skills of a manager. The second is to serve as a catalyst for bringing managers together. By infusing the process of this course with current organisational issues, the program will focus and channel the creative energy of managers towards improving the overall performance dynamics of the organisation.

The planning and organization of tasks is the activity of bridging the gap from where you are now to where you want to be.

This course will concentrate on the four principles of the planning function:

- How are we going to achieve the task?
- Who does what?
- When does it have to be done? (Priority)
- To what standard?

Being able to set priorities and allocate time appropriately are critical skills for achieving goals. If processes are not organized, the planning, directing and controlling techniques will fail and consequently time, quality and performance suffer.

This course has been designed into **ten modules** to be taken over a **five-day** period. During this course participants will be provided with the opportunity to analyse management cases and practise and refine management skills through many group activities. Delegates will also be provided with the opportunity to improve their management skills by presenting various cases to their fellow managers.

The program is dedicated to improving the managerial skills of the participants. It is a **problem-centred** course rather than personality centred exercise. It is designed to familiarise managers with the dynamics of behaviour, showing how to organise and process work in ways that will maximise the performance of their employees.

## **COURSE OBJECTIVES**

By the end of this course delegates will have a detailed understanding of the skills required to plan, schedule and manage priorities more effectively to meet their deadlines. Upon completion of this program delegates will be able to:

- *Identify the stages involved in strategic planning, scheduling and controlling work, and apply them to their own environment.*
- *Define the importance of planning and scheduling in relation the functions of management.*
- *Plan strategic daily tasks and goals and prioritise them.*
- *Control the resources available to them and their team.*
- *Recognize the importance of setting and checking against agreed standards.*
- *Monitor daily work habits and determine areas for improvement.*
- *Apply critical path methods for planning projects and work activities*

- *Organize and plan work processes in order to enhance personal and corporate performance.*
- *Set goals and priorities that enable them to effectively manage time.*
- *Identify, evaluate and select tools that help with time and priority management.*
- *Embrace Organisational Change and to develop strategies for overcoming resistance.*

### **WHO SHOULD ATTEND**

This course is valuable for those who want to improve their productivity and strengthen planning, scheduling and priority and time management skills. Personnel from technical and non-technical functions will find this course beneficial.

### **COURSE DURATION**

5 days

### **COURSE LANGUAGE**

English

### **PROGRAM METHODOLOGY**

The program is highly interactive and is conducted through facilitator support, group discussion, role-plays, and practical exercises with delegates practicing the skills they have learned during the program.

The participants will be encouraged to develop a positive and dynamic learning environment, facilitated by the trainer. **Case Studies and Syndicate Exercises** will be used extensively to stimulate and to give participants valuable skills.

# **PROGRAM CONTENT**

## **MODULE 1:                   The Changing Role of Management**

*Session Activities:*                   **Introduction:** Three Challenges  
**Exercise:**           Managerial Behaviour Questionnaire  
**Discussion:**       Questions about Video  
**Exercise:**           Managerial/Technical Split  
**Activity:**           Defining your Job  
**Exercise:**           Managerial Attitudes  
**Exercise:**           Self Fulfilling Prophecy  
**Case:**               The Philosophy of Management

## **MODULE 2:                   Motivation: Improving Individual Performance**

*Session Activities:*                   **Exercise:**       Needs Satisfaction Questionnaire  
**Discussion:**       Questions about Video  
**Exercise:**           Analysing your Needs  
**Technique:**       Creating Conditions for Motivation  
**Case:**               Motivating  
**Summary:**         Exercise

## **MODULE 3:                   Scheduling Work & Managing Diversity**

*Session Activities:*                   **Discussion:**     Stereotyping  
**Activity:**           Identifying Conflicting Perceptions  
**Activity:**           Reducing Cognitive Dissonance  
**Exercise:**           The Broken Seat Belt  
**Discussion;**       Making Effective Decisions  
**Summary:**         Exercises

## **MODULE 4:                   Decision Making: A Team Building Process**

*Session Activities:*                   **Discussion:**     Questions about Video  
**Exercise:**           Snowstorm Survival  
**Case:**               Documents & Word Processing Dept.  
**Exercise:**           Understanding Group Norms  
**Summary:**

## **MODULE 5:**

### **Leadership**

#### *Session Activities:*

- Exercise:** World Leaders
- Discussion:** Your Bases of Power
- Activity:** Applied Leadership Questionnaire
- Lecture:** Effective Leadership Model
- Activity:** Diagnosing the Independence Level
- Minicases:** Selecting Appropriate Leadership Styles

## **MODULE 6:**

### **Participation and Productivity: Task Management**

#### *Session Activities:*

- Exercise:** Your Best Boss
- Exercise:** The New Van
- Discussion:** Dynamics of Participation
- Exercise:** Selective Use of Participative Management
- Case:** A Study in Style

## **MODULE 7:**

### **Managing Change**

#### *Session Activities:*

- Activity:** Change: Critical Incidents
- Discussion:** Questions about Video
- Case:** Improving Efficiency
- Lecture:** Force-Field Analysis
- Activity:** Managing Change
- Summary:** Exercise

## **MODULE 8:**

### **Planning and Goal setting**

#### *Session Activities:*

- Discussion:** Planning and Goal Setting
- Lecture:** Creating a Vision
- Exercise:** Your 'Vision Statement'
- Demo:** The Arrow Diagram
- Lecture:** The Goal Setting Process
- Minicases:** Situational Goal Setting

## **FACILITATOR/PRESENTER PROFILE**



**John B. Straker**  
**M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.**  
**(British National)**

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

### **Work Experiences in the Middle East and Qatar**

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.

## **MODULE 9:**

## **Managing Results: Monitoring & Feedback**

### *Session Activities:*

**Exercise:** One-Way vs. Two-Way Communication  
**Video:** Managing Results  
**Discussion:** Questions about Video  
**Lecture:** Guidelines for Managing Performance  
**Case:** Managing Performance at UWC

## **MODULE 10:**

## **Organisational Integration**

### *Session Activities:*

**Exercise:** Viewing the Organisation  
**Video:** Organisational Integration  
**Activity:** Opportunities for Improvement  
**Activity:** Action Plan  
**Summary:** Meeting Your Goals