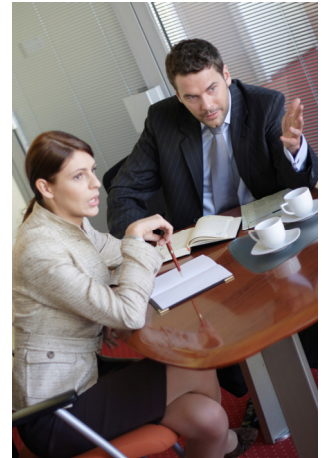


Course Description

Leadership Skills – Introductory Techniques and Practices AMS229



Overview

Managers face a set of unique challenges in the daily management of resources and administration. This important position requires successful incumbents to rapidly move between a focus on leading their team, delivering world class services and concurrently managing processes and procedures. This course is developed to equip new managers with the tools and strategies needed to interact effectively in all facets of their management role. The focus is on providing managers with a system to improve team behavior, negotiation, decision-making and conflict management skills, and in turn, results. Attention is paid to individual skill sets as well as the collective culture. This course is interactive in nature and utilizes case studies, teamwork and a variety of exercises to introduce positive change and provide new and experienced managers with the requisite skills for success.

Learning Objectives

- Learn the fundamentals necessary for effective management and how they affect the individuals you oversee
- Understand and adopt the company's management philosophy
- Know when to manage and when to lead
- Analyze your leadership style and make it work for positive results
- Enhance your communication skills for greater success
- Plan for performance and development and write effective evaluations

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by exercises. The emphasis is on the practical application and adaptation of selected tools and processes.

Duration

One day

Who Should Attend

Professionals new to the management role will benefit from attending this course.