



COMPETENCY DEVELOPMENT AND MANAGERIAL EXCELLENCE FOR OPERATION AND PRODUCTION SUPERVISORS



OUR GLOBAL STANDARDS AND ACCREDITATION



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COMPETENCY DEVELOPMENT AND MANAGERIAL EXCELLENCE FOR OPERATION AND PRODUCTION SUPERVISORS

INTRODUCTION

This Master Class is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills.

The program focuses on:

- The 'HOW!' - using critical skills and behaviour to develop personal competencies
- The 'WHAT!' - developing task competencies needed to achieve successful process delivery
- Building on your existing personal knowledge and skills-set
- Giving you a better understanding of how you and your colleagues might work together more effectively in any office environment
- The production of a follow-up action plan which can help you implement new skills back at work

OBJECTIVES

Attendance on this unique five days program will enable delegates to:

- Identify, develop and improve key competencies necessary for superior performance
- Improve creative thinking, problem solving and decision making skills
- Develop reading skills and note-making effectiveness
- Learn to use and apply simple memory systems
- Be better able to understand personality and behavioural characteristics in order to achieve what they want from other people
- Develop a plan and approach for self-development

TRAINING METHODOLOGY

We use a combination of formal presentations, group and individual exercises, psychological and work inventories, case studies, role-plays and discussions. Inter-group discussions to share working experiences are also an important ingredient. Skills are introduced and then revisited at regular intervals throughout the program. This helps reinforce and imbed skills and performance.

The tutors are also available for one-to-one discussions with delegates on issues or problems they may wish to raise.



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WHO SHOULD ATTEND?

- Anyone involved in the operational supervision of an office environment
- Secretaries and administrative support personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Senior Secretaries

COURSE OUTLINE

DAY 1

Personal Effectiveness - Part I

- Your Brain Skills: The Brains behind a Business
- Thinking about reading (and identifying your current skills)
- How to be a 'successful' reader
- Reading strategies: the theory
- Thinking about note-making
- How to make notes quickly and effectively using mind mapping
- Practice using mind mapping

Personal Effectiveness - Part II

- Reading at work
- Combining Fast Reading and Mind Mapping skills to increase effectiveness
- Memory magic: Introduction to Memory systems
- Memory linking
- Memory journeys
- Remembering names and numbers
- Memory at work

DAY 2

Effective Inter-Personal Communications

- Barriers - and their solutions
- Body Language/building rapport
- Keys to relationships
- Self image and self esteem
- Getting your point across: know what to say and when to say it



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- Managing feelings; managing other people
- Listening and questioning

Time Management, Planning & Problem Solving

- Results-orientated time management
- Outcome planning for better results
- Can anyone be creative?
- Practical approaches to problem solving
- Prioritization and Planning Periods
- Getting things done
- Identifying and dealing with timewasters

DAY 3

Your Personal Skills-set: Putting It All Together

- Your role and job in the context of any organization
- Using Core Skills in the real world
- Thinking and working in groups
- Better Meetings
- How to change habits of a lifetime

Setting the Scene and Evaluating Existing Skills

- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs
- Learning Styles/Thinking Styles
- Time management skills
- Time Management Group Activity 1
- Video on time management
- Time Management Group Activity 2

DAY 4

Organising and Planning

- Managing workflow
- Techniques for organising and planning – brainstorming, SWOT analysis, Goal setting, setting SMART objectives
- Group Activity



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- Mind Mapping
- Video
- Group Activity – mind mapping exercise
- Managing meetings

Communication Skills

- Understanding Assertiveness
- Group Activity on assertiveness
- Listening and questioning skills
- Group activity on listening effectively
- Body Language
- Group activity on body language
- Video
- Colour Code Exercise – team working involving sequencing, problem solving & concentration and memory
- Video - working with different personalities & cultures

DAY 5

Team working

- Conflict management
- Dealing with difficult people
- Managing upwards
- Stress management
- Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

Presentation skills

- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills

**COMPLETE & SEND BY FAX/MAIL
TO ADDRESS GIVEN BELOW
PLEASE USE BLOCK CAPITALS**

REGISTRATION DETAILS

FAMILY NAME: _____

FIRST NAME: _____

POSITION: _____

COMPANY: _____

MAILING ADDRESS: _____

TELEPHONE: _____

FAX: _____

MOBILE: _____

EMAIL: _____

AUTHORISATION

AUTHORISED BY: _____

POSITION: _____

TELEPHONE: _____

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MODE OF PAYMENT

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- ☐ PLEASE FIND ENCLOSED A CHEQUE PAYABLE TO AZTECH
- ☐ ONLINE / CREDIT CARD

CONNECT WITH US:

Hotel Accommodation

Hotel Accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least one week prior to the commencement of the course.

Event Disclaimer

We reserve the right to cancel or postpone a course or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid.

We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/ or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

Cancellation & Substitution

You must notify the Registrar of cancellations at least one week before a scheduled course in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a course due to low enrollment.

All registrants will be notified in advance and a full refund will be provided upon request.

4 Ways to Register

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- +971 2 62 62 300
- P.O. Box: 31441, Abu Dhabi, U.A.E.
- info@ecoman-uae.com

Certification

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