

Essential Management Skills

 Top pick

DURATION
3 DAYS

REGULAR FEE
1 300 \$

PREFERENTIAL FEE
1 150 \$

Objectives

To provide managers with the essential know-how they need to succeed.

Targeted audience

Anyone who is called upon to supervise staff members.

Prerequisite

None.

Content

- From manager to leader, five skills to develop: leadership, time management, mobilization, communication and personnel management
- Six steps to manage performance: preparation, task definition, meetings, IDP (Individual Development Program), training and follow-up
- Planning and organizing work: analysis and fragmentation, identifying and coordinating resources, creating schedules, the "META" technique for achieving a global view and following up
- Specific techniques for efficient communication that is understood by everyone
- Six steps for managing change
- Managing teams working remotely
- Creating synergy in a team
- Strategies to foster loyalty: the challenge is maintaining loyalty rather than re-hiring
- Intergenerational management
- Time management: key principles of time management, rules and tools
- Key factors that contribute to effective meetings
- Presentations: techniques for successful public speaking
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General Note

Note: The negotiation process is addressed in Course CH104.

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|-------------|-----------------------------------|
| Gatineau | September 25 to September 27 2019 |
| Montreal | September 30 to October 2 2019 |
| Quebec City | October 9 to October 11 2019 |

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