



# The Professional Manager

Getting the best performance fast!

## Why?

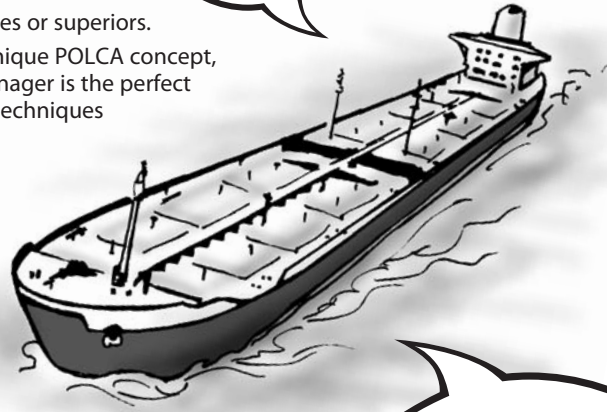
Many managers are promoted to their position despite a lack of skills or confidence in the area of "management", although their specialist knowledge is undisputed. This is the course that will make sure that in their new role as manager they will start to perform effectively as quickly as possible.

This is the ideal workshop for newly-appointed managers whose job is to lead a team to achieve planned objectives – whether directly in a line job, or indirectly by

influencing colleagues or superiors.

Based around the unique POLCA concept, The Professional Manager is the perfect introduction to the techniques and tools of modern management.

"useful  
tools  
and  
ideas"



"entertaining  
and provocative  
– as always"

"good and well  
prepared  
facilitators,  
fun exercises, good  
atmosphere"

## Who?

- Newly recruited managers
- Line managers with a few years' experience
- Supervisors
- All managers who need a boost

## What?

By the end of this workshop you will ...

- understand the difference between being a "specialist" and being a "manager"
- be able to apply the unique 5 step model and achieve effective management

- have worked on a real life case study to practice your skills
- know your role as a leader in all situations.

## When & where

This course is run as an internal one-company event to enable customization. Please contact us to discuss your needs and schedule.

Email [richard@mastertrainer.ch](mailto:richard@mastertrainer.ch)  
Phone (+33) 450 42 84 16  
Fax (+33) 450 40 57 37

## Example Schedule

### The Manager's role

- Manager versus specialist. The key differences – role conflict. 'Jim Vincent' case

### Planning

- The principles of planning (Ed Soda). Exercise
- Mission, strategies and objectives. Differences?
- How to set a good objective. Tools and techniques

### Organising

- Team planning and organising exercise

### Leading

- '2010' – Tomorrow's leaders? Team exercise
- John Kotter on leadership. Video clips and research
- 'The Brady Bunch' Team Leadership questionnaire
- 'Best Leader'
- Situational Leadership
- 16 types of leader?
- 'The Brady Bunch' (continued) – identifying the styles
- Style scoring
- Motivation. Why nobody can motivate anybody!
- Jane and Jerry case study
- Team building – what makes a successful team?
- Mission, objectives and interdependence. Exercise
- Effective relationship with environment. Exercise
- A problem-solving process. Exercise
- Motivated members. Duo exercise
- Effective leader. Exercise

### Coaching

- 'The Brady Bunch' (continued). Coaching the team
- 'Teamskills'. What were the essential skills for success in our teams?

### Achieving

- 'Townplan' – leading and developing a team – putting it all together

## FEES:

Depend upon needs, schedule and number of participants. Call us to fix a free preliminary discussion or meeting.

