

Effective Manager

Open training

E-learning as a part of open courses

In House of Skills we pay special attention to the effectiveness of the teaching process and making its results permanent. Many of our open courses are supplemented with special e-learning modules. The E-course supplements the open course. To participate in an e-course, only a computer with Internet access is needed. Each of the persons registered for an open course will be granted access to the e-course (link, login and password) after the workshop.

Training description

Effective Manager is an original development process created by House of Skills experts: consultants / trainers boasting many years' experience in working with managers at various levels of management.

Established in 2005, the program has attracted several thousand participants so far. It is continually updated and modified and was thoroughly refreshed in 2019 based on the findings of the latest research, current market trends, and ongoing business challenges faced by managers in Poland and abroad. In 2020 we moved the program to a virtual environment.

Training objectives:

Development of basic managerial competencies:

- Delving into self-reflection and settling into a new role
- Building effective teams
- Defining and communicating goals
- Delegating tasks
- Performing tasks and communicating with employees

Participant's Profile:

The program focuses on building foundations of managerial competencies, delivering skills and specific tools. Therefore, participation in the **Effective Manager** process is particularly recommended to:

- Those who have recently been promoted to the role of manager
- Managers who have been appointed as superiors of their colleagues with whom they used to work at the same hierarchy level, in the same team
- Employees selected to take up the role of a manager
- Project leaders/managers
- Organizations/enterprises which expect that a common, comparable, and foreseeable level of managerial competencies will be built among junior and mid-level staff

Benefits for the participant:

After completing the program, participants:

- Understand their role as a manager in the organization
- Formulate goals clearly and precisely and communicate them such that subordinates know what results are expected of them
- Effectively assign tasks, adapting their method of delegation to a given employee and situation
- Define the level of their employees' skill and depending on that take relevant motivational measures
- Know how to talk to an employee about their accountability for effects at each stage of task performance
- Apply such communication techniques as are necessary for proper HR management
- Can provide constructive feedback when an employee's attitude or activity needs to be corrected
- Know the power of appreciation: can give and receive praise

Business results:

- Introduction of consistent management standards and practices in an organization
- Increased employee engagement
- Greater effectiveness of goal achievement at team, department, organization levels
- Increased employee retention
- Faster onboarding of newly appointed managers
- Better effects of intra-organization communication and cooperation
- Development of organizational culture in areas related to management

Group size: 6 - 12 persons

Duration: 2 days (9:00-17:00)

Place: Warszawa

Participation costs: 3 200* PLN per person (+23% VAT)

* Assumptions:

- The above price is a net amount that will be increased by the amount of a value-added tax
- The above price comprises the costs associated with the participation in the program, training materials, training room and conference equipment, a lunch and a coffee break for the participants
- The above price **does not** comprise the costs arising out of participants' travel to the training venue and accommodation if applicable

Training content

I, Manager. Always start with yourself

The role of the manager

- › An engaging game showing roles of a manager
- › A reflection on areas of manager's influence, their responsibilities.
- › What do you need to be an effective leader?

Daily to-do list

- › Expert v. Manager: what I devote my time to
- › Which of my actions are most effective and most important
- › Identification of the tasks and areas I should optimize

Motivation: inspiration for reflection and discussion

- › How I influence my subordinates: a topic discussed after each substantive module along with a change plan to be implemented after the training

Team. Care about people

Video inspiration

- › What are the differences between great and good managers?
- › Why it is worth knowing your employees
- › Impact of relationships on efficient performance of tasks and pursuit of goals by employees

Team map: what do you know about your subordinates?

- › A modern tool for simple organization and structuring of your knowledge about the team.
- › Identification of the crucial areas and "blank spots"
- › Where the knowledge about your employees can be found: a bank of good practices
- › Action plan

Goals. Set engaging goals

SMARTER Model

- › Difference between goals and tasks
- › Sources of goals
- › Responsibility for goals
- › SMARTER Model: an upgraded version of a tool helping you to set effective and motivating goals; individual exercises to learn how to define and set goals properly

Review of business goals

- › Exercises based on our own examples
- › How to make goals engage employees
- › How to increase the likelihood of their achievement

Tasks. Engage others in tasks

Delegation in practice: trainer's presentation

- Crucial delegation techniques and tools
- Techniques you must always use
- Techniques you might use optionally
- Delegation blockers

Delegation: diagnosis of employee potential

- Want/Can Model: how to match a delegation method to an employee

Execution. Make things happen

START Model: monitoring in 5 steps

- Definition and forms of task monitoring
- A conversation model enabling constructive monitoring of work progress
- Focus on facts and subsequent steps
- Various styles of facilitating a monitoring conversation
- Question bank: a tutorial of the START Model

Constructive feedback

- „FUKO”: correcting actions and behaviors without criticizing people
- „UF”: constructive praise motivating for development