



## MGT-106 - Management Skills for Success

### Description

Building effective management and supervisory skills can help organizations succeed in today's changing telecom environment. It is thus essential for managers to develop and refine the skills they need to manage collaborators more effectively and be ready for unexpected change.

This 5-day training course provides participants with the competencies required to manage more effectively collaborators and improve professional performance in the areas of planning, problem-solving, decision-making, change management and communication.

### Learning Outcomes

At the end of the course, participants will be able to:

- Describe the components of an effective management process
- Apply proven leadership, communications, negotiating, and team-building concepts to become more effective leaders
- Improve their decision-making and problem-solving skills
- Design and implement effective business strategies by integrating contemporary management concepts, tools and techniques into their planning activities
- Manage strategic planning as an ongoing process, link individual plans to strategic plans and improve execution to achieve desired results
- Create a positive work climate, with committed and motivated employees working as a team
- Effectively manage change within the organization

### Topics

The training course covers the following topics:

#### DAY 1

- Effective management skills: Process
- Leadership
  - Leadership styles
  - Skills and effectiveness
  - Power and influence
  - Motivation and emotional intelligence
  - Teams and performance
  - Culture and performance
  - Organizational change
- *Workshop: Blake-Mouton - Leadership self-assessment questionnaire*
- *Workshop: The management-leadership continuum*
- *Workshop: Emotional intelligence questionnaire*
- *Workshop: Eight areas of leadership assessment*

## **DAY 2**

- Communication
  - Effective communications
  - Communications for successful change
  - Questioning and Listening
- *Workshop: Communication plan*
- *Workshop: Choose the right questions*
- *Workshop: Active listening*
- Problem-solving & decision-making
  - Analytical approach to problem-solving
  - Decision-making
- *Workshop: Lunar survival*
- Negotiation

## **DAY 3**

- Talent management
  - Talent management and manager's role
  - Attracting, retaining and engaging talent
  - Linking engagement to corporate performance
- *Workshop: Recruiting interview*
- *Workshop: Onboarding best practices*

- *Workshop: Employee development*
- *Case Study: When compensation goes wrong: The Wells Fargo scandal*

## **DAY 4**

- Planning
  - Management role in planning
  - Overview of strategic planning
  - Assessing environmental forces
  - Developing vision, mission and objectives
  - Formulating strategy
  - Executing strategy
- Controlling
  - Key to effective execution
  - Financial control - budgets
  - Budgeting challenges
  - The accountability challenge
    - Fostering accountability
- *Workshop: Test your alignment*
- *Case Study: Tesla Motors*
- *Workshop: Elevator speech*

## **DAY 5**

- Change management
- Organizing
  - Designing the effective organization
    - Challenges in organizational design (OD)
    - Nine golden rules for successful OD
  - Organizing through processes
    - Continuous improvement through Business Process Improvement (BPI)
- *Workshop: Commitment to leading change*
- *Case Study: Verizon restructuring*
- *Workshop: Business process improvement*

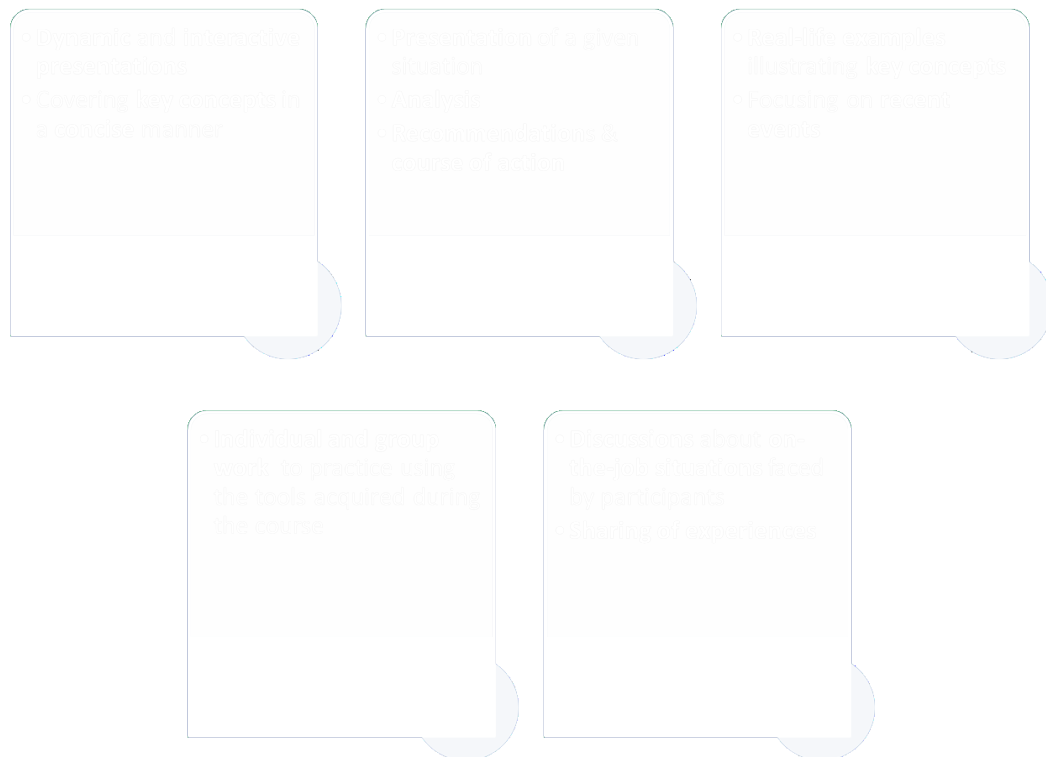
## **Target Audience**

- Telecommunications managers and personnel supervising other employees, leading teams or managing projects, who want to:

- Develop state-of-the-art strategy-planning capabilities
- Acquire or improve on existing leadership and coaching competencies
- Gain knowledge and tools to successfully deliver projects on time and on budget
- Develop skills in change management by leading and supporting people through change
- Use effective communication and relationship management skills to maximize productivity and results
- Learn to generate increased sales volume and profits
- Managers looking to complement their skill-set by gaining more effective management skills

## Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



## Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for more information and a Proposal.

**About Neotelis**

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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Telecommunications Regulatory Authority



etisalat

4802 de Verdun St, Office #1, Montreal, QC, H4G 1N1 Canada

Tel: +1 514 281 1211 Fax: +1 514 281 2005

info@neotelis.com