

MANAGEMENT IN THE 21ST CENTURY

The skill requirements for managers have changed significantly in the last 20 years. Where previously technical skills were the main reason for promotion, now strong leadership and superior interpersonal skills are more likely to lead to career growth.

This 2 day workshop is designed for people who are either new to management or supervisory roles, or who are seeking to update their skills and want a modern, theoretical base to increase their effectiveness.

This intensive program is an excellent option for people who lack the time to enrol in business or management courses at University or other educational institutions.

Learning outcomes

Workshop participants will gain a better understanding of:

- Skills and attributes of front line managers
- Managing your time effectively
- Goal setting
- Delegating work appropriately
- Giving and receiving positive and negative feedback
- Understanding generational differences (generation X -> Y)
- Working with people from other cultures
- Active listening skills
- Coaching and Mentoring
- Managing the poor performers
- Being easy to deal with: The fundamentals of staff /client relations
- Taking care of YOU, basic stress management skills

Time

8.30am - 4.00pm

Cost

\$490.00 (2 DAYS)

Where

2nd Floor, Highway Arcade
47 Stuart Highway, Stuart Park

Refreshments

Morning tea, lunch and afternoon tea are provided

For more information, please contact us at:

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EASA

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Developing organisations by developing people