

## Training the Manager



**Date:** 20 April 2012

**Venue:** SmartLife Solutions Training Centre  
22, Spyrou Kyprianou Avenue  
3070 Limassol  
Cyprus

**Duration:** 6 hours

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22, Spyrou Kyprianou Avenue  
3070 Limassol  
Cyprus

**Duration of course:**

6 hours

**Trainer:**

Ms. Despo Kyprianou / Mr. Antypas Asfour

**Participants:**

Maximum 16

**Fees:**

€398+VAT per participant

\*Group discounts available upon request

Bank Name: ALPHA BANK  
Beneficiary: SmartLife Solutions Ltd.  
Account: 518-101-004544-2  
IBAN code: CY06009005180005181010045442

\*Please state name of company/participants and course title in payment details

**Qualification:**

Participation Certificate

**Course Objective:**

Newly appointed, soon to be appointed or existing Managers or anyone looking for a comprehensive overview of latest theory and practice in management skills and techniques through this comprehensive immersion in the fundamentals of management. The course aims at providing thorough understanding of which is required to motivate and manage your team successfully and clear structures and tools to enable you to undertake this. You'll leave with techniques to manage your team, and yourself, for optimum results, and the motivation to put your learning into practice back at work.

## COURSE OUTLINE TIMETABLE

### TRAINING THE MANAGER

TRAINER: MS. DESPO KYPRIANOU/MR. ANTYPAS ASFOUR

DATE: TO BE CONFIRMED

TOTAL TEACHING HOURS: 6 HOURS

FROM	TO	COURSE CONTENT
09:00	10:00	<b>Introduction</b> The role and responsibilities of the Manager:- Why do managers manage? Meet the expectations of your team A manager's five key responsibilities
10:00	11:00	<b>Leadership and communication:-</b> Identify your communication style Improve communication upwards and downwards The importance of regular meetings Developing Assertive Behaviour The myths of leadership
11:00	11:15	<b>Coffee Break</b>
11:15	12:15	<b>Management Style and Team Dynamics:-</b> Use of the appropriate style of management depending on the team, task and individual Building your team Motivating others through delegation Making delegation work and avoiding common pitfalls Manager your Own time effectively
12:15	13:15	<b>Lunch Break</b>
13:15	14:15	<b>Motivation and Reward:-</b> Motivates; theoretical approaches Defining performance standards and using appropriate tools / indicators Linking reward to results Setting goals and SMART objectives Delivering both motivational and developmental feedback Competency framework Dealing with difficult situations and people; role play and discussion Coaching

Retaining talent  
Practical exercises

**Coffee Break**

15:15 15:30

16:30 17:30 **Feedback and dealing with Difficult Situations**

Do's and Don'ts of feedback  
Motivational and developmental feedback  
Conduct and capability issues  
Practical exercises

17:30 18:30

**Self Management:-**

Self-analysis for Managers  
Assertiveness; golden rules of saying no  
Managing conflict within teams  
Time and stress management; procrastination and displacement activity and the prioritization matrix.

## REGISTRATION FORM

**COURSE NAME: TRAINING THE MANAGER**

**DATE:**

<b>DELEGATE INFORMATION</b>	Name:
	Company/Organization:
	Position:
	Department:
	Address:
	City:
	Business Phone:
	Fax:
	Mobile Phone:
	E-mail:

<b>FEES: €398+ VAT per participant</b>	
<b>METHODS OF PAYMENT</b>	<b>CREDIT CARD:</b>
	Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/>
	Card Holder:
	Card number: <span style="float: right;">Exp Date ---/---/----</span>
	Signature:
	Date:
<b>BANK TRANSFER</b>	
Bank Name: ALPHA BANK	
Beneficiary: SmartLife Solutions Ltd.	
Account Number: 518-101-004544-2	
IBAN code: CY06009005180005181010045442	
* Please state name and course title in payment details.*	

<p><b>BOOKING TERMS &amp; CONDITIONS</b></p> <ul style="list-style-type: none"> <li>▪ Acknowledgement of your registration will be communicated to you upon receipt of completed registration form.</li> <li>▪ All courses are payable in advance at time of booking.</li> <li>▪ SmartLife Solutions Ltd reserves the right to change the details of this event without notice.</li> <li>▪ In case of course cancellation, SmartLife Solutions Ltd. will be obliged to refund any fees paid.</li> <li>▪ SmartLife Solutions Ltd is not liable for any consequential loss.</li> </ul>	<p><b>CANCELLATION POLICY</b></p> <ul style="list-style-type: none"> <li>▪ Cancellations must be received in writing in order for refunds to be processed</li> <li>▪ A full refund of amount paid to SmartLife Solutions Ltd will be paid for cancellations received in writing at least 7 days before the course.</li> <li>▪ Cancellations after the seven day deadline will receive a 50% refund.</li> <li>▪ No shows will be charged at the full rate.</li> </ul>
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