

Ideal Manager



Program Overview

Today's business demands a well-rounded manager having not only the requisite technical and hard business skills but also the soft skills. Soft skills include skills such as: leadership, motivational, customer service, planning & goal setting, time & meeting management, project & change management, communication & presentation skills, coaching/mentoring, hiring/recruiting and stress management.

To confirm, whether this is the case - NexProject Solutions polled various business leaders on what skills their Ideal Manager(s) should have? ...Overwhelmingly – 'Soft Skills' were identified again and again.

NexProject Solutions developed this Ideal Manager program not only to fill the needs of today's business but also to help them improve their personal lives.

Who Should Attend?

- Managers
- Supervisors
- Team leaders

Benefits

At the end of seminar, the participant will have acquired the desired soft skills needed to become the Ideal Manager in today's global business environment, including:

- Leadership
 - Ability to Motivate
 - Customer Service
 - Recruiting/Hiring
 - Planning & Goal Setting
 - Change Management
 - Communication Skills
 - Time Management
 - Coaching/Mentoring
 - Negotiating
 - Stress Management
 - Presentation Skills
- Increased productivity, performance, employee retention, profits, customer satisfaction and business growth

Program Content

12 monthly workshops will cover the following topics:

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| January | <i>Coaching, Mentoring and Management</i> |
| February | <i>Time Management and Meeting Management</i> |
| March | <i>Project Management and Managing Multiple Priorities</i> |
| April | <i>Customer Service and How to Exceed Customer Expectation</i> |
| May | <i>Negotiating Skills and Conflict Resolution</i> |
| June | <i>Stress Management and Self Management</i> |
| July | <i>Problem Solving and Decision Making</i> |
| August | <i>Hiring, Training and Performance Management</i> |
| September | <i>Team Building and Motivation</i> |
| October | <i>Leadership and Change Management</i> |
| November | <i>Goal Setting and Strategic Planning</i> |
| December | <i>Communication Skills and Presentation Skills</i> |

Instructional Methods

Includes video instruction, discussion, and group exercises

Duration

Twelve 1/2 Day (4 Hours) Monthly Workshops