Training Course Outline	
Course Title	**Mastering Essential Management Skills (MEMS)**
Introduction	To be competitive in the market, organizations need to differentiate themselves from the competitors by creating competitive advantage from the perspectives of both internal and external resources. Internally, organizations will need to champion their vision, mission and objectives to the entire team through consistent communications and promotions by the leaderships, top management and/or business owners. However, the tasks of most of the operational planning and implementation activities rest with the managers and leaders that drive their teams on a daily and regular basis. These continuous management activities will be crucial to the successful planning and implementation of the business plans, that will lead to the fulfillment of the organizational goals and objectives. Thus, effective management activities are considered important internal activities that provide the bridge between the leadership team and the larger workforce. It is imperative that existing managers, newly promoted or inexperienced managers will be able to quickly learn, understand and apply the essential management skills to improve productivity of their teams effectively. This program provides a holistic yet comprehensive framework about the essential management skills that will help the participants to work effectively and efficiently as managers, which in turn will drive the desired growth of their organizations in a sustainable approach. This management program introduces the innovative integration of Gen AI into modern management practices (Module 10.0).
Learning Objectives	Upon completion of this program, participants will be able to: • Describe the principles of management. • Explain the essential skills of an effective manager. • Apply the essential management skills in the workplace.
Key Benefits	Participants will learn to apply the essential management skills in their organizations. By applying and demonstrating the essential management skills in their organizations, participants will be able to achieve their departmental objectives; thus, contributing in meeting their organizational goals and objectives. More importantly, their organizations will gain competitive advantage if the

	essential management skills are applied correctly and consistently by their managers in the organizations.
Course Outline	**<u>DAY-1</u>** **Introduction** • Evolution of Management • Peter Drucker's Principles of Management **1.0 Developing Self-Awareness** • DISC Personality Model • MBTI Personality Types • Big Five Personality Traits • Katz's Management Model • Five Areas of Self-Awareness • Kohlberg's 6-Stages of Moral Development • Locus of Control • Three-Dimensions of Cognitive Style • ***Activity: Quiz*** **2.0 Managing Personal Stress** • Stress Theory – General Adaptation Syndrome (GAS) • Kurt Lewin's Force-Field Theory of Change • Karl Albrecht's Four Types of Stress • Time Management Priorities • ***Activity: Quiz*** **3.0 Solving Problems Analytically and Creatively** • 5-Steps Problem Solving Process • Four Types of Creativity • Two Dimensions in Creative Problem-Solving • ***Activity: Group Workshop*** **4.0 Coaching** • G.R.O.W. Coaching Model • Feedback Sandwich Model • ***Activity: Role-Play*** **5.0 Gaining Power and Influence** • Dynamics of Personal Power • Model of Power and Influence • ***Activity: Quiz*** **<u>DAY-2</u>** **6.0 Motivating Others**

	• Key Elements in Performance
	• Maslow's Hierarchy of Needs for Motivation
	• Management Involvement in Performance
	• Motivating for Peak Performance
	• Edwin Locke's Goal-Setting Theory
	  • ***Activity: Quiz***
	
	7.0 Managing Conflict
	• Conflict and Organizational Performance
	• Sources of Conflict
	• Two-Dimensional Model of Conflict Behavior
	  • ***Activity: Quiz***
	
	8.0 Empowering and Delegating
	• Effective Delegation Model
	• Five Dimensions of Empowerment
	• The Eisenhower Matrix Management Activities
	  • ***Activity: Quiz***
	
	9.0 Building Effective Teams and Teamwork
	• Stages of Team Development
	• Goals Difficulty and Performance Level
	• Building Team Cohesiveness
	• Effective Team Feedback
	• Management Skills for High-Performing Team
	• The Dragon Boat Analogy
	  • ***Activity: Quiz***
	
	10.0 Leading Positive Change
	• Kurt Lewin's Model of Change
	• Framework of Positive Change
	• Value Creation of Individuals
	• The Learning Stairs
	• Integration of Gen AI into Modern Management Practices
	  • ***Activity: Case Study***
	
	Conclusion
	• Putting Together
	• Key Learning Takeaways
	• Reflection on Learning Objectives
	• Action Plan – 3 Commitments

Mode of Training	Face-to-Face (F2F)

Learning Methods	• Presentation • Facilitation • Video • Interactive discussions and sharing of real-life issues • Quiz • Workshop • Role-Play • Case Study
Who Should Attend	• Experienced Managers who wish to sharpen and elevate their management skills. • Newly Promoted Managers or Leaders • Managers without sufficient prior formal management training and exposure • Potential Managers or Team Leaders
Duration	2 days (9:00 am to 5:00 pm)

Lesson Plan			
Topics/Sub-Topics	**Resources**	**Methods**	**Duration**
Opening: • WOW Factor • Get to Know Each Other • For Your Learning Comfort • Time Keeping • Learning Methods • Ice Breaker • Learning Objectives	• Handouts	• Presentation • Quiz	0.5 hour
Introduction: • Evolution of Management • Peter Drucker's Principles of Management	• Handouts • Video	• Presentation • Group Discussion • Quiz	0.5 hour
1.0 Developing Self-Awareness: • DISC Personality Model • MBTI Personality Types • Big Five Personality Traits • Katz's Management Model • Five Areas of Self-Awareness • Kohlberg's 6-Stages of Moral Development • Locus of Control • Three-Dimensions of Cognitive Style	• Handouts	• Presentation • Group Discussion • Quiz	1.5 hour
2.0 Managing Personal Stress • Stress Theory – General Adaptation Syndrome (GAS) • Kurt Lewin's Force-Field Theory of Change • Karl Albrecht's Four Types of Stress	• Handouts	• Presentation • Group Discussion • Quiz	1.0 hour
3.0 Solving Problems Analytically & Creatively: • 5-Steps Problem Solving Process • Four Types of Creativity • Two Dimensions in Creative Problem-Solving	• Handouts • Action Plan Format	• Presentation • Group Discussion • Group Workshop	1.5 hour

4.0 Coaching: • G.R.O.W. Coaching Model • Feedback Sandwich Model	• Handouts • Action Plan Format	• Presentation • Group Discussion • Role-Play	1.0 hour
5.0 Gaining Power and Influence: • Dynamics of Personal Power • Model of Power and Influence	• Handouts	• Presentation • Group Discussion • Quiz	1.0 hour
6.0 Motivating Others: • Key Elements in Performance • Maslow's Hierarchy of Needs for Motivation • Management Involvement in Performance • Motivating for Peak Performance • Edwin Locke's Goal-Setting Theory	• Handouts	• Presentation • Group Discussion • Quiz	1.5 hour
7.0 Managing Conflict: • Conflict and Organizational Performance • Sources of Conflict • Two-Dimensional Model of Conflict Behavior	• Handouts • Action Plan Format	• Presentation • Group Discussion • Quiz	1.0 hour
8.0 Empowering & Delegating: • Effective Delegation Model • Five Dimensions of Empowerment • The Eisenhower Matrix Management Activities	• Handouts	• Presentation • Group Discussion • Quiz	1.0 hour
9.0 Building Effective Teams and Teamwork: • Stages of Team Development • Goals Difficulty and Performance Level • Building Team Cohesiveness • Effective Team Feedback • Management Skills for High-Performing Team • The Dragon Boat Analogy	• Handouts • Action Plan Format	• Presentation • Group Discussion • Quiz	1.5 hour

10.0 Leading Positive Change: • Kurt Lewin's Model of Change • Framework of Positive Change • Value Creation of Individuals • The Learning Stairs • Integration of Gen AI into Modern Management Practices	• Handouts • Action Plan Format	• Presentation • Group Discussion • Case Study	1.5 hour
Conclusion: • Putting Together • Key Learning Takeaways • Reflection on Learning Objectives • Action Plan – 3 Commitments	• Handouts • Action Plan Format	• Presentation • Group Discussion • Action Plan	0.5 hour