

Essentials of Management for New Managers

Duration: 3 Days

Language: Chinese

新任主管的管理技能

培训时间: 3 天

语言: 中文

Contents

- Making the transition from team member to leader
- * The role of manager and the purpose of management
- * The differences between management and leadership
- Roles, responsibilities
- * Difference between management and supervisory functions
- * What the job contains?-analysis
- * Key requirements of the function
- * Roles and responsibilities
- * Developing relationships and meet business objectives
- Authority
- * Authority - what it means
- * Formal and discretionary authority
- * Liaising with management - when and how
- Managing the work group
- * How an effective team works?
- * What the supervisor can do to build effectiveness?
- * Leadership style - directive and supportive activities
- Assessing and improving performance
- * Setting objectives
- * Working to standards
- * Criteria for effective performance standards
- * Methods of assessing and improving performance
- Solving problems and making decisions
- Principles of using time well
- * Establishing priorities
- * Eliminating 'time stealers'
- Importance of effective communication
- * Identifying the need

内容

- 从团队成员到团队领导的转型
- * 管理人员的角色以及管理的目的
- * 管理与领导的区别
- 角色和责任
- * 管理职能和监督职能的区别
- * 工作包含了什么?-- 分析
- * 管理职能的必备要求
- * 管理职能的任务和责任
- * 开发良好人际关系来达成业务目标
- 权威
- * 权威的含义是什么?
- * 正式和非正式的权威
- * 管理与权威的联系 - 何时? 如何?
- 如何管理工作团队
- * 一个高效的团队是如何运转的?
- * 主观怎么才能够做到卓有成效?
- * 领导风格—指令型和支持型
- 评估和改进绩效
- * 设定目标
- * 想业务标准而努力
- * 绩效的标准
- * 评估和提高绩效的方法
- 解决问题和决策力
- 有效利用时间的原则
- * 确定优先次序
- * 赶走“时间窃取者”
- 有效沟通的重要性
- * 识别需求
- * 沟通模式
- * 沟通中产生障碍的多种因素
- * 提高沟通技巧，成功进行冲突管理

- * Communication model
- * Communication barriers
- * Improving communication styles for successful conflict management