

## **STRATEGIC & GENERAL MANAGEMENT MASTERCLASS**

2 DAYS

### **Course**

#### **DAY 1**

##### **Personal Motivation & Motivation of Followers**

- Identify what you value in your job
- Interpret work-related factors that motivate you
- Setting personal financial goals
- Career goals
- How to motivate unmotivated employees
- Solutions for workplace depression

##### **Problem Solving and Decision Making**

- Real problems identified as goals
- Evaluating alternative solutions
- Implementing a decision

##### **Handling Conflict in the Workplace**

- Identifying the source and type of conflict
- Constructive and destructive conflict
- How to ensure that conflict benefits the members of an organisation
- Styles of conflict handling

##### **Managing Work-related Stress**

- Origins of personal and work related stress
- Stress management techniques and strategies

##### **Time Management Techniques**

- Time analysis
- Priority and responsibility assignment
- Making effective lists
- Using time planners and scheduling techniques
- Applying useful time beaters

##### **Communication Skills**

- Communicate clearly and briefly
- One-to-one communication, including reading body language
- Written communication and efficient business writing

## **DAY 2**

### **Leadership Styles and Techniques**

- Selecting a leadership style appropriate to the situation
- Satisfying group needs

### **Planning & Forecasting**

- Understanding the budgeting process
- Types and structures of budgets
- Where budget information comes from
- Assessing actual performances to budget
- Proactive and reactive decisions on budget variances
- Setting plan objectives
- Planning activities and alternatives
- The planning process, programming and scheduling

### **Organising**

- Organising yourself
- Organising others

### **Controlling**

- Setting standards
- Performance measurement against standards
- How to correct deviations

### **Practical Corporate Strategy**

- Why do strategy
- A modern framework for strategy
- Spheres of market influence - what is shifting in your environment
- Understanding customers and what they want
- Making customer-focused decisions