



First Line Manager

Maximising Your Management Potential

► Upcoming Sessions

22-26 Jul 2024	Dubai - UAE	\$5,950
23-27 Sep 2024	London - UK	\$5,950
04-08 Nov 2024	Barcelona - Spain	\$5,950
21-25 Apr 2025	London - UK	\$5,950
21-25 Jul 2025	Dubai - UAE	\$5,950
22-26 Sep 2025	London - UK	\$5,950

► Training Details

Training Course Overview

What qualities should a First Line Manager possess in today's modern world? How can you effectively lead and inspire your team to sustained success? Are you aiming to elevate your team's performance to its highest potential? In today's demanding work environment, the role of exceptional First Line Managers is more crucial than ever.

A capable and proactive workforce is essential for organizational triumph, with the First Line Manager serving as a pivotal catalyst for achieving this. Are you ready to take on the challenge of acquiring advanced skills and tools to further enhance your role? Our dynamic Anderson training course is tailored for current First Line Managers or those recently promoted to such positions, offering practical solutions to these and other pertinent challenges.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Understand the role of the First Line Manager in achieving organisational success
- Apply key work-based problem solving, critical thinking and decision-making processes
- Define and apply work-based influence and communication techniques
- Organise and plan the effective use of Team resources
- Provide performance management techniques to increase the performance of others

Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- Managers
- Team Leaders
- Supervisors

- ▶ Newly promoted or identified future Managers, Team Leaders or Supervisors

▶ Training Details

Day 1: The Role of the First Line Manager

- ▶ Understanding the First Line Manager Role
- ▶ Key Behaviours, Characteristics and Competence
- ▶ Understanding leadership preference style
- ▶ Maximising your personal Power Bases
- ▶ Applying Emotional Intelligence for order
- ▶ Managing change in the workplace

Day 2: Operational Problem Solving and Critical Thinking Skills

- ▶ Risk analysis and identification of problems
- ▶ Essential work-based problem-solving models and techniques
- ▶ Harnessing the power of Creativity and Innovation
- ▶ Group Think: Application and Analysis
- ▶ Critical and Systems Thinking in work
- ▶ Maximising key decision-making processes

Day 3: Influencing Others for Success

- ▶ Influence or Persuasion?
- ▶ Defining key personalities in the workplace
- ▶ Mastering powerful Interpersonal techniques
- ▶ Overcoming issues using the Golden Phrase of communication
- ▶ Developing personal authenticity, credibility and trust
- ▶ Managing meetings and handover briefings

Day 4: Organising and Managing Your Team Resources

- ▶ Time management: 'Killers and Liberators'
- ▶ Essential Project Planning and Organising skills
- ▶ Allocating resources effectively and efficiently
- ▶ Motivation - defining need to lead others
- ▶ Effective delegation & Job Enrichment
- ▶ Team dynamics and structure for high performance

Day 5: Managing Others Performance for Operational Excellence

- ▶ Unlocking people performance and potential
- ▶ Setting goals and objectives for increased performance
- ▶ Work place Coaching for maximum results
- ▶ Continuous improvement through individual feedback
- ▶ Practical: Performance Exercise
- ▶ Review and Next Steps

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

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