5 Days

Managing Technical Professionals and Organisations

Essential Skills for Leading, Managing and Communicating with People and Stakeholders

▶ Training Details

Online Training Course Overview

 This very practical Anderson online training course is designed to assist managers to manage technical professionals and organisations. Managing technical staff can require particular skills and competencies that may not have been part of your training or previous work experience. This includes the need for transformational leadership, highly developed communication skills, Cultural Intelligence (CI), teamworking essentials and the special needs for managing cross-functional teams.

This Anderson online training course will allow you to explore the skills needed to manage technical professionals in any organisation. This training course examines the key ingredients of successful management and the skills needed to be a successful and effective manager.

Online Training Course Objectives

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

- ▸ Develop interpersonal skills and teamwork
- ▸ Distinguish between groups and teams
- ▸ Understand how Cross-Functional management manages business processes across the traditional boundaries of the functional areas.
- ▸ List the stages of team development
- ▸ Improve your Cultural Intelligence (CI)

Designed For

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

- ▸ Anyone who manages technical professionals
- ▸ Engineers
- ▸ Engineering Managers
- ▸ Project Managers
- ▸ Technical Leads
- ▸ Operational Managers
- ▸ Financial Professionals
- ▸ HR professionals moving into Leadership roles
- ▸ Anyone recently promoted into a people management or leadership role

▶ Training Details

Day One: The Essentials of Management

- ▸ Contrasting leadership and management

- Managing technical staff
- 21st Century transformational leadership
- The emotionally intelligent leader
- Giving effective feedback to staff

Day Two: Teamwork Essentials

- The critical stages of team development
- Characteristics of high-performing teams
- Teamworking activities
- The stages of team development
- False consensus and groupthink prevention

Day Three: Cross-Functional Management

- When is a Team not a Team?
- Advantages of Cross-Functional teams
- The Cross-Functional Manager
- Essential people skills for effective Cross-Functional Management
- Guidelines for implementing cross-functional team

Day Four: Communication Skills for Team Management

- The psychology of effective interpersonal communication
- Avoiding the main communication barriers
- Active listening – the Roger's method
- SOLER Techniques
- Achieving win-win outcomes

Day Five: Developing Your Cultural Intelligence (CI)

- The meaning of culture
- Understanding your Cultural Intelligence (CI)
- The seven most prominent levels of culture
- Hofstede's value dimensions
- Managing multi-cultural teams

▶ Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 – 12:30	**:**	**First Session**
12:30 – 12:45	:	Break (15 minutes)
12:45 – 14:15	**:**	**Second Session**
14:15 – 14:30	:	Break (15 minutes)
14:30 – 16:00	**:**	**Third Session**

▶ The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training 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: