

Dates
 Mar 17-21, June 23-27,
 Oct 13-17 (Abuja)
 May 19-23, Aug 18-22
 (Lagos)
 Sept 15-19 (Offa)
 Jan 28-Feb 1, Feb 4-8,
 Apr 21-25, July 7-11,
 Nov 10-14, Dec 15-19
 (Kaduna)

Course Ref
 EE/LM/03

Duration
 1 Week

Fee
 NGN 89, 500



Sample Schedule

- 🕒 **Morning Session I**
The first session of the day lasts two and half hours
- 🕒 **Tea Break**
A 30-minute tea break for relaxation, tea and light snacks
- 🕒 **Morning Session II**
The second session stretches into noon and only last one and half hours
- 🕒 **Lunch Break**
- 🕒 **Afternoon Session**
The third and final session lasts two hours
- 🕒 **Group Activity**
Participants interact in different group tasks

MANAGEMENT SKILLS FOR ADMIN AND SUPPORT STAFF

Abuja (Head Office)
 Bratim Training Nigeria
 Sanusi Dantata House
 Cadastral Zone AO
 Central Business
 District, Abuja Nigeria.
 Tel: +234 (0) 9
 2732187, 2730646

Kaduna
 Old Cultural
 Building, Nagwamatse
 House,
 Ahmadu Bello Way,
 Phone: 08030408384

Lagos
 29/32 African Church
 Street,
 Jungle Bus-stop,
 Off College Road,
 Ogba-Ifako.
 Phone: +234 (0)1
 4380620, 4720893

Offa
 40 Olafa way, Offa.
 Kwara State.
 Phone: 08027653515,
 08030408384

This programme has been designed specifically for Administrative and Support staff that has to manage people whilst still working as part of the team. Introducing the key skills necessary for organizing and directing work effort, clear guidelines are given on each topic with practical exercises to instill the skills and techniques needed to succeed.

LEARNING OBJECTIVES

You will be able to:

- Reflect on current standards of quality and output in their own organizations, and levels of customer satisfaction with the services they provide
- Analyze current business systems and practice and compare them to the desired future state
- Enhance understanding of methods to establish and communicate core values and codes of conduct for all employees
- Explore alternative methods of promoting and maintaining ethical and professional behavior
- Identify areas of risk and develop techniques for monitoring, evaluating and adjusting strategies as they are implemented
- Compare aspects of strategy and change management practice from across the world which can be directly applied or adjusted to suit local conditions

Develop practical strategies for initiating relevant and sustainable change to improve standards of integrity in the public service and private sector.

COURSE CONTENT

- The Role of the Supervisor/Team Leader
- Making the First Move into Management
- Avoiding Pitfalls and Problems
- Leadership and the Supervisor

- The Mechanics and Dynamics of Supervision
- Characteristics of Effective Teams
- Developing Your Leadership Skills
- Motivating Yourself and Others
- The Theory
- Recognizing the Needs of Subordinates
- Putting Theory into Practice
- Controlling the Team
- Quality and You
- Setting Objectives
- Work Allocation and Delegation
- Dealing with Problem Behaviors
- Discipline and Reprimand
- Maintaining Team Performance
- Identifying Training Needs
- On the Job Training
- Performance Reviews
- Conflict Management
- Identifying the different types of conflict & problems
- How do I handle conflict?
- Conflict management styles
- Systematic approach to managing conflict and solving problems
- Skills / attributes for managing conflict
- Key Communication Skills
- Leading Effective Team Briefings
- Learning to Really Listen
- Giving Clear Instructions
- Personal Effectiveness
- Assessing Your Personal Efficiency
- Urgent vs Important: Prioritizing and Planning
- Action Planning

BRATIM

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