

# Course overview

Management Skills and Techniques (HF395)



Through highly interactive, real world large and small group activities, participants have opportunities to practice a variety of key management skills, such as aligning strategies and goals, managing work processes, managing performance, delegating work, facilitating team behavior in the workplace, and creating recognition and reward strategies. Each content area addressed is applied to participants' real management challenges that they face in their job. Throughout the training, participants work in small groups to explore and make progress in resolving their management challenges.

## Audience

- This course is intended for managers and supervisors who are responsible for managing a unit and who want to develop or refine their managerial skills for improved job performance

## Prerequisites

- None

## Course Objective

Learn how to:

- Determine and/or clarify the vision, mission, and goals of their division or department
- Develop standards of excellence and performance measures to define success
- Define roles and responsibilities of current and prospective team members
- Apply management implementation methods and techniques, including aligning strategies and goals, managing work processes, managing performance, providing resources, solving problems, delegating work, facilitating team behavior in the workplace, and creating recognition and reward strategies
- Assess their management skills and development needs

## Benefits to You

Develop specific competencies in:

- Continual learning
- Flexibility
- Leveraging diversity
- Accountability
- Decisiveness
- Interpersonal skills
- Partnering
- Written communication

## Why education services from HP?

- **One-Stop Shopping**  
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**Course Title:** Management Skills and Techniques

**HP Product Number:** HF395

**Category/Subcategory:** Business Leadership / Business Leadership

**Course Length:** 3 days

**Level:** Intermediate Level of Proficiency

**Delivery Language:** Varies by country

**To Order:** You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

**Next Steps:** Other Business Leadership courses

## Detailed Course Outline

### Day 1

#### Course Overview: Setting the Context

- Core management competencies
- Organization roles (tops-middles-bottoms)
- Management competency self-assessment
- Circles of Influence model
- Force field analysis
- Challenge group orientation

#### Organization Strategy, Objectives, and Goals

- Stakeholders
- Stakeholder analysis
- Strategic planning and goal alignment
- Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis

### Day 2

#### Establishing Standards and Measures

- Performance standards and measures
- Balanced measures
- SMART Goals
- Top reasons why measurement systems fail

#### Managing Process

- Documenting work processes
- Managing results through others
- Principles of delegation
- Teams vs. teams behavior

### Day 3

#### Managing People: Self and Others

- Job characteristics model
- Individual differences in job motivation
- Career anchors model

- Management styles
- Management styles assessment

#### Performance Management: Bringing People and Process Together

- Performance management model: performance, consequence, linkage
- Diagnosing performance problems
- Characteristics of work environments
- Coaching for results
- Recognition and reward systems

**Participants will develop a personal action plan to apply learned skills in the workplace**

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