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Certified Company



Management:

A to Z of Best Practices

The Complete Course on Management

08 - 12 Apr 2019, **London**

22 - 26 Jul 2019, **Geneva**

09 - 13 Sep 2019, **Barcelona**

25 - 29 Nov 2019, **Amsterdam**



United Nations
Global Compact

Management: A to Z of Best Practices

The Complete Course on Management

WHY CHOOSE THIS TRAINING COURSE?

This highly acclaimed AZTech training course presents an in-depth appreciation of the principles of effective management and the practices that generate employee engagement and team productivity. Through the process of self-study, education and reflection on experience, this training course will enable delegates to widen their understanding of the Manager's role and apply practical strategies that will deliver immediate impact and improvement.

Masterful management is the foundation that underpins all successful organisations. This interactive training course will enable participants to become the 'Communicating Manager' who instructs and listens; the 'Managerial Leader' that directs and inspires, the "Problem Solving" manager who generates solutions and the 'People Developer' who enables and empowers their people to peak performance.

This AZTech training course will feature:

- An evaluation of personal management style and its impact on performance
- Techniques to effectively manage conflict in the organisation
- Creating a "can-do" ethos and a climate of continuous improvement within the team
- Pragmatic tools to effectively manage self and others to exceptional performance.
- Recognising and appreciating and harnessing the power of diversity

WHAT ARE THE GOALS?

By the end of this AZTech training course, participants will be able to:

- Recognise their managerial strengths whilst setting strategic targets for personal and team improvement
- Employ a wide range of interpersonal skills to build relationships and promote engagement
- Utilise constructive feedback and coaching techniques that motivate future performance
- Evaluate team performance and diagnose strategies for sustained improvement
- Select and apply innovative ideas and techniques for problem solving

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This AZTech training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. Learning materials are carefully selected and designed to address all styles of learning and to engage participants fully. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations and opportunity to analyse current organisational / team issues. This process makes training fun filled, fast-paced, challenging and empowering. This interactive training course uses the cutting-edge skills of Neuro-Linguistic Programming and Emotional Intelligence to open the delegates' minds to how people think. All activities are focused to make an immediate impact and improvement in management practice.

COURSE SCHEDULE:

08 - 12 Apr 2019, London

22 - 26 Jul 2019, Geneva

09 - 13 Sep 2019 Barcelona

25 - 29 Nov 2019, Amsterdam

THE CERTIFICATE

AZTech Certificate of Completion for delegates who attend and complete the course.

WHO IS THIS TRAINING COURSE FOR?

This training course will be of significant benefit to all professionals who are interested in further enhancing their management skills. It is highly useful for personnel in all functional areas of an organisation and in all types of organisations whether government, private, military or health care.

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

- Employees about to undertake a line management role
- Technical professionals tasked with supervision of others
- Current managers who seek to rejuvenate and energise their existing knowledge to inform their practice
- Managers with career aspirations to take a future leadership role
- HR/OD Practitioners who support / coach Managers to improve their practice



THE COURSE CONTENT

Day One: The Manager in “You”

- Overview of the Course
- Introductions
- History of Scenario Planning
- Theory of Scenario Based Strategy
- Trend Analyses Using Artificial Intelligence and Big Data
- Horizon Scanning and Early Warning Systems

Day Two: Managing Workplace Conflict for Productive Outcomes

- Defining organisational conflict
- Understanding the causes of conflict
- The Thomas-Kilman Conflict Mode Instrument
- Appreciating and managing individual differences
- Moving conflict forward through “partnering paradigms”;
- The creative benefits of productive disagreement

Day Three: Managing for Continuous Improvement

- A focusing on “kaizen”; philosophy to practice
- Internal consultancy; diagnostic tools that raise performance
- Organisational culture, dynamic tension and change
- Overcoming and managing resistance to change
- “Cognitive restructuring”; the paradox of the change process
- Structured guidelines for successfully implementing change

Day Four: Managing and Leading High Performing Teams

- The characteristics of high performing teams
- Identifying the dysfunctional team
- Team performance and the “money making” model
- Empowering team development: a quest for excellence
- Team roles for balance teams
- Coaching to enhancing individual and team competence

Day Five: Managing Problem Solving Activity

- Balancing analytical and creative thinking
- Using the collective wisdom of the team
- Capturing the power of brainstorming
- Creative problem solving to overcome obstacles
- Generating a “can do ethos”; viewing problems as challenges
- Action planning for future and sustained improvement



Welcome to the A to Z of Best Practices Training Courses section of AZTech's world-class portfolio.

The “Best Practises Training Courses” are intended to offer best in class courses that can support organisations to achieve an excellence status in performance. The courses offered in this series are called “A-Z of Best Practices”. Here by A to Z, which directly to the very name of AZTech, we aim to address two dimensions. The first is an offer of a comprehensive range of topics such as the ones shown in the table below which covers a very wide range of diverse topics. The second dimension is that within each topic we aim to cover the full range of the field, so that it can be of great interest to both junior and experienced members of staff.

Best practices are procedures, set of guidelines, methods and techniques that is accepted as the most effective in any business.

Management: A to Z of Best Practices

The Complete Course on Management

DATE	VENUE	FEES(USD)
08 - 12 Apr 2019	London - UK	\$5,950
22 - 26 Jul 2019	Geneva - Switzerland	\$5,950
09 - 13 Sep 2019	Barcelona - Spain	\$5,950
25 - 29 Nov 2019	Amsterdam - The Netherlands	\$5,950

REGISTER NOW

This fee is inclusive of Documentation, Lunch and Refreshments may be subjected to 5% VAT

Complete & send by fax/mail to address given below.
Please use **BLOCK CAPITALS**.

REGISTRATION DETAILS

FAMILY NAME: _____

FIRST NAME: _____

POSITION: _____

COMPANY: _____

MAILING ADDRESS: _____

TELEPHONE: _____

MOBILE: _____

FAX: _____

EMAIL: _____

AUTHORISATION

AUTHORISED BY: _____

POSITION: _____

EMAIL: _____

TELEPHONE: _____

FAX: _____

POSTAL ADDRESS: _____

MODE OF PAYMENT

- PLEASE INVOICE MY COMPANY
- PLEASE INVOICE ME
- PLEASE FIND ENCLOSED A CHEQUE PAYABLE TO AZTECH
- ONLINE / CREDIT CARD

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

CANCELLATION & SUBSTITUTION

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

CERTIFICATION

AZTech Certificate of Completion for delegates who attend and complete the training course

4 WAYS TO REGISTER

Toll Free: **800-AZTECH**

Telephone: **+971 4 427 5400**

Fax Number: **+971 4 427 5401**

Email Address: **info@aztechtraining.com**

Visit our website: **www.aztechtraining.com**



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