

What Managers Do

Course Outline

- ✦ Who is a Manager?
- ✦ The Development of Contemporary Management
- ✦ Strategic and Managerial Planning: Planning to Compete
- ✦ Managerial Planning
- ✦ Structuring the Organization
- ✦ Organizing Human Resources
- ✦ Understanding Motivation and Leadership
- ✦ The Managerial Control Process
- ✦ Understanding Total Quality Management (TQM)
- ✦ Managing in Tomorrow's Environment

Course Overview

“What Managers Do” breaks your job as a manager down into its components planning, organizing, staffing, directing, and controlling. As a result, you'll be able to start every day with a sense of organization and control you never had before. You'll see how everything you do fits into your overall role as a manager. This insight gives you a firmer grasp of the task at hand, making it easier to delegate effectively, motivate successfully, use time efficiently and increase productivity substantially.

How You Will Gain

Participants will learn to:

1. Use planning techniques that ensure smooth operations
2. Organize a department for maximum productivity
3. Staff in a way that matches jobs with talent
4. Analyze your job
5. Examine your job's functional components
6. Spot your weaknesses
7. Take concrete corrective steps through motivation, delegation, and time management

Fundamentals of Human Resources

Course Outline

- ✦ Human Resource Planning
- ✦ Training and Motivation for Enhanced Performance
- ✦ Improving Organizational Productivity
- ✦ Selection, Recruitment and Retention of Staff
- ✦ Wages and Salary Administration

Course Overview

Participants gain skills to develop a Human Resource plan based on organizational needs. They will understand key concepts of staffing, training and compensation practices.

How You Will Gain

Participants will learn to:

1. Recruit, select, interview and hire more competent and qualified employees
2. Perform job analysis and prepare job descriptions that lay the groundwork for hiring and evaluating employees' performance.
3. Develop a cost effective, competitive compensation and benefits program that will substantially reduce employee turnover.
4. Train and motivate every worker, at every level, to get the results where they count on the bottom line.

Communication Skills for Managers

Course Outline

- ✦ Communication: An Introduction
- ✦ Effective Public Speaking and Presentation Skills
- ✦ Developing Listening Skills
- ✦ The Art of Communication
- ✦ Writing to achieve Communication Goals
- ✦ Business Letters, Memos and Reports
- ✦ Developing Interpersonal Communication Skills
- ✦ Improving the Communication System
- ✦ Negotiation

Course Overview

This course will provide students with the relevant reading, writing, listening and speaking skills and techniques to improve their communication.

How You Will Gain

Participants will learn to :

1. Become aware of the importance of good communication and interpersonal skills.
2. Identify and describe the main attributes of effective communication.
3. Develop and use their listening skills to solve problems, diffuse conflicts, teach staff, and be a more productive team leader.
4. Express themselves in a clear convincing manner in reports, e-mail, letters, memos and proposals.
5. Master the techniques of successful presentation from planning to delivery.
6. Understand their audience before communicating their ideas in any format.
7. Convey their thoughts in a clear, eloquent and convincing manner when speaking both formally and informally to staff.
8. Use negotiation skills to solve problems and build positive relationships in the work place.

Leadership Skills for Executives

Course Outline

- ✦ Leadership: A Theoretical Review
- ✦ The New Role of Leadership
- ✦ Leadership and Business Ethics
- ✦ Power and Leadership
- ✦ Empowerment and Motivating Individuals and Teams
- ✦ Communication Skills for Leaders
- ✦ Coaching: A Core Leadership Skill
- ✦ Vision: The Starting Point of Leadership
- ✦ Providing a Vision for Your Team

Course Overview

Managing in today's dynamic, diverse workplace demands a new type of leadership. The new leaders must be visionaries, change agents, coaches, and empowerers. Leadership Skills for Managers outlines the skills necessary to fulfill this challenging, changing, and rewarding leadership role.

How You Will Gain

Participants will learn to:

1. Lead a diverse workforce with a leadership style that works for you and your company.
2. Manage change in a positive, proactive way by clearly communicating your expectations, objectives and goals for your group and its individuals.
3. Empower and motivate employees to peak performance by responding to employees' human needs with sensitivity and flexibility.
4. Project a flexible, sensitive leadership style that acknowledges people as individuals.
5. Coach and mold a diverse workforce into a cohesive, highly productive team.

How to Develop the Strategic Plan

Course Outline

- ✦ The Nature of Strategic Planning
- ✦ A Planning Guide
- ✦ Strategic Planning and Organisation
- ✦ Corporate Strategic Planning
- ✦ Business Unit Planning
- ✦ Developing the Strategic Plan

How you will gain

You will learn to:

1. Develop a mission statement that strengthens and clarifies your plan
2. Use available data intelligently and develop new sources of data.
3. Reduce cost by reducing risks
4. Analyse how the external environment affects your company's financial performance
5. Win commitment to your plan at all levels of your organisation

Finance and Accounting for Non-financial Managers

Course Outline

- ✦ The Accounting Environment: Concepts and Principles
- ✦ Double Entry Book-keeping
- ✦ Recording Financial Transactions
- ✦ The Balance Sheet
- ✦ The Income Statement and Statement of Retained Earnings
- ✦ Capital Investment Analysis
- ✦ Budgeting
- ✦ Analyzing and Interpreting Financial Statements
- ✦ Adjusting and Closing Accounts and Completing the Accounting Cycle
- ✦ Financial Risk/Return Analysis For Management
- ✦ Decision Making

Course Overview

This course equips non-financial managers with the knowledge to understand financial and operational measures, prepare and utilize budgets and analyse and interpret financial statements for financial and management decision making.

How Will You Gain

You will learn to:

1. Grasp accounting fundamentals such as debits, credits and double-entry bookkeeping
2. Analyze and interpret financial statements such as Income Statements and Balance Sheets
3. Use financial tools to manage performance more effectively
4. Determine how assets, liabilities affect your area of operations
5. Apply financial risk/return principles to managerial decision making
6. Prepare budgetary estimates and monitor and analyse variances
7. Justify your requests for equipment and capital expenditure

Practicum - Compulsory

This is a capstone course in the Diploma programme. You will have tangible opportunity to showcase the skills you have learned in the programme. Each student is required to prepare a supervised project that brings together all of your learning. As you work on your project, a faculty member will provide one-on-one mentoring and support. You can choose to focus on an industry, firm or client. The Practicum gives you an opportunity to provide real value back to the organisation in terms of managing strategic projects with analysis and recommendations.

Programme Structure

These courses bring up to date practical real world solutions for today's business challenges. The courses are tutor led and filled with practical exercises and case studies, relating the underlying theory to your every day work environment. Our approach to the material enables students to immediately apply the course work to their job.

Duration:

3 terms each 12 weeks in duration.
2 modules per term (4hrs per week)
144 contact hours for each certificate

Participants will receive 2 Continuing Educational Units (CEU's) for each module 1-5 that is satisfactorily completed.

Graduands will receive a certificate in management from AMA/TBS

For registration or further information, please contact: Ms. Valerie Inniss - Tel:226-8906 or register online @ www.businessschool.com

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