

A. Proposed Initial Outlines for 3 in 1 Management & Sales training Program

1. Professional Empowerment for Managers is a Training On Awareness and Self Actualization

- 📌 From this session you will learn not only on how to react and approach situations but will also make you a better person if you practice some, if not all, the rules in place
- 📌 The rule of this session is simple, to observe, understand, absorb, participate and practice

2. Building the Brand from the Inside Out - the new Qdos Experience

- 📌 From this session you will learn the power of branding and how to use it more effectively both personally and for your company

3. Selling skills training




On completion of this Sales training participants will be able to :

- 📌 Sell in Collaborative Manner
- 📌 Use the CHAMP sales cycle
- 📌 Identify the needs of different types of customers - consumers/SMB owners etc.







3 days in-house program (sales could be optional as lately there is a demand for this to be included).

B. Possible Supervisory Skills Course Content to Choose From




Supervisory Skills - What are They?

-  Understanding competencies
-  Important attributes of Management
-  Leadership vs. Management








Managing Resources

-  Managing yourself
-  Managing the environment
-  Understanding strategy
-  Understanding Organisational change
-  Developing systems
-  Managing through people




Making Professional, Persuasive Presentations

-  Planning the contents support materials
-  Practising the presentation
-  Delivering the presentation






Standards of Performance

-  Understanding why people work - positively!
-  The staff relationship
-  Why the staff relationship is paramount
-  Interviewing/inducting new staff
-  Appraisal, counseling and promoting staff
-  Training and developing your staff
-  Levels of staff relationship




Active Listening & Questioning Skills

-  The skills needed to listen at work
-  Face-to-face skills
-  Effective questioning skills






Project Management Skills

-  Initial scoping and setting up an assignment/project
-  Diagnosis: Obtaining the facts and defining the problem
-  Action Planning
-  Implementation
-  Evaluation and termination




Influencing and Negotiation Skills

-  Planning your position
-  Giving and getting
-  Getting to win/win

Planning and Decision Making

-  Setting clear objectives
-  Identifying key stages and milestones
-  Ensuring the plan was implemented
-  Problem solving
-  Implementing the decision

The Meeting Process

-  Planning and setting the agenda
-  Getting contribution from everyone
-  Ensuring effective follow up action is taken

2 days in-house program

C. Possible Course Content **To Choose From for Management Training for New Managers**

1. Roles and Responsibilities of a New Manager

- ✚ Roles and responsibilities
- ✚ The three functions of management
- ✚ Avoiding micro-management

2. Leadership

- ✚ How to lead a team

3. Interpersonal Communications Skills

- ✚ Communications model
- ✚ Effective interpersonal communication

4. Effective Listening

- ✚ Listening with understanding

5. Performance Management

- ✚ How to give effective feedback
- ✚ Coaching
- ✚ Principles of performance management
- ✚ Discipline

6. Myers Briggs Personality Type Indicator (An introduction to Personality Test)

- ✚ Myers-Briggs Personality Type Indicator
- ✚ How the personality types work together

7. Dealing with Conflict

- ✚ Understanding conflict

8. Dealing with Difficult People

- ✚ When to get them off the bus
- ✚ Understanding them and get buy ins

9. Creating and Managing Effective Teams

- ✚ Team building
- ✚ Effective and ineffective teams
- ✚ Team rules, roles, and behaviors
- ✚ Phases of team development

10. Motivation

- ✚ Motivating your under-performers
- ✚ How to motivate staff

11. Delegation

- ✚ Delegate menial tasks so they get done
- ✚ Delegate the tough, important jobs

12. Time Management and Priority Setting

- ✚ Negotiating priorities with your boss
- ✚ Learning to negotiate NO!

13. Stress Management

- ✚ Recognizing the signs and symptoms of stress
- ✚ Build a stress plan for work

Case Studies and Exercises

2 **days in-house program**

D. Possible Sales Management Training Outline

This category could include the following topics:

-  *Marketing Training - Brand Marketing*
-  *Channels & Distribution*
-  *Internet Marketing*
-  *Marketing & Promotion*
-  *Pricing Strategies*
-  *Product Management,*
-  *Product Development & Planning*
-  *Trade Shows*
-  *Account Management*
-  *Sales force Management & Planning*
-  *Time & Territory Management*
-  *Importance of sales Meetings*
-  *New market development*

2 days in-house program

Other possible training programs to consider –Can be 1 or 2 days Program

- Managing Organisational Change – 1 day
- Encouraging Cooperation – ½ day
- Entrepreneurship – 1 day
- Organisational and Functional Strategies – 1 day
- Corporate Goal setting- 1 day
- The Power and Benefits to Outsourcing – 1 day
- Introduction to Project Management as a Way of Life – 1 day
- Creating Passion at Work- 1 day
- Leadership in Organisations – 1 day
- Finance for Non Finance – 1 day
- Branding Within- 1 day

And many other customize programs based on needs basis.....

All training programs can claim under SBL and other Joint training schemes with other friendly employers(if the numbers not enough) from PSMB.