

**“Management and Managing People” Training Program
(English Material)**

Course Length: 12 Hours @ 3 days

Course Outline

- **Introduction to management**
 - Definition of management
 - The management function
 - Management skills
 - Management types
 - What is it like to be a manager?
 - The changing paradigm of management
 - The learning organization
 - Forces on organizations
 - Historical foundations

- **The environment of management**
 - The environment and the culture
 - External and internal environments
 - Types of cultures
 - Managing in a global environment
 - International business, economics and Socio-cultural
 - Outsourcing and licensing
 - Importing and exporting
 - Multinational corporation
 - Managerial ethics & social responsibility
 - The environment of entrepreneurship

- **Planning**
 - Organizational planning and goal setting
 - Goals, plans and performance
 - Mission
 - Planning types
 - Strategy formulation and implementation
 - Managerial decision making
 - Types of decisions and problems
 - Decision making steps

- **Organizing**
 - Fundamentals
 - Organizing the vertical structure
 - departmentalization
 - Using structural design to achieve goals
 - Change and development
 - Human resource management

- Managing diverse employees
- **Leading**
 - Behavior in organizations
 - Leadership
 - Motivation
 - Communicating
 - Team work
- **Controlling**
 - Quality control
 - Control focus
 - Budget and financial control
 - Total quality management
 - Information systems and technology
 - Types of information systems
 - Strategic use of information technology
 - Criteria for IT system success
 - Operations and service management