Strengthening Management Skills
February 18–February 20, 2014

Workshop Report

February 20, 2014
Every effective manager must have besides technical skills an extensive set of management skills. Planning, communicating, delegating, motivating, problem solving, and understanding team dynamics are some of the key skills needed. The workshop covered the basic management approaches and gave participants tips for their successful implementation.

Topics covered:

- Understanding the role of manager
- Management styles
- Managing and communicating change
- Managing performance
- Feedback – crucial management tool
- Personal action planning
- Delegating
- Understanding and creating team dynamics and encouraging good relationships
- Motivating people
- Managing conflict
- Planning, making decisions, and problem solving
- Coaching

Lecturer:

- Iseult O’Doherty, Training Manager, Leader of Business Management Training and Executive Development Department

Participants:

There were 25 participants from Croatia, Kosovo, Macedonia, Moldova, Montenegro, Romania and Slovenia.
Evaluation:

**Overall satisfaction with the course**

No. of all responses: 23, Average mark: **5.00**

**Selected Participants’ Comments:**

- Very useful topics. Excellent presentation and a lot of learning by doing, was surprised that no PowerPoint was used and it ended up learning a lot more...

- She was wonderful. Experienced, to the print. Excellent in providing individual & group feedback that will be able to use at work in the future.

- She’s precise giving enough examples, motivator very good speaker, teacher, coach, great in transferring her knowledge, interesting in performance, etc.