Strengthening Management Skills
March 17 – March 19, 2015

Workshop Report

March 19, 2015

Center of Excellence in Finance
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 20 participants from Albania, Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, Romania, Slovenia and Turkey.
Evaluation:

Overall satisfaction with the course

No. of all responses: 19 Average mark: 4.89

The workshop met my expectations

No. of all responses: 19, Average mark: 4.82

Selected Participants' Comments:

- The topics were very useful and all the examples/sessions are applicable to the real life! The best ever lecturer/course. Thanking such a wonderful lecturer.
- Excellent lecturer, provides enough theory and explains practical situation, very kind person, and positive, full of energy.
- Very inspiring lecturer was able to capture my attention to all the topics! She is great!
- I'm usually not big in words, but it was the best course I've been in, and I'm glad that I've come. Precious, useful experience
- No changes needed – program and materials exceeded my expectations.