MERCURY

Efficient Tools for Highly Effective Managers Course

7 – 11 December 2026
Vienna (Austria)



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Ref: 1152_1083553 **Date:** 7 – 11 December 2026 **Location:** Vienna (Austria) **Fees:** 5900 Euro

Introduction

This efficient tools for highly effective managers program aims to help managers and business owners use a holistic approach to attend to matters and improve their weaknesses, using activity-oriented and experiential learning environments.

You will gain the 10 tools for highly effective managers, including various practical and effective management tools and techniques designed to enhance time management, decision-making, and overall management effectiveness.

Targeted Groups

- Head of departments
- Managers at all managerial levels.
- Supervisors.
- In this efficient tools for highly effective managers course, employees are prepared to be promoted to a managerial or supervisory role.

Course Objectives

By the end of this efficient tools for highly effective managers course, you will be able to:

- Understand and develop skills necessary for new managers/supervisors.
- Learn the importance of managing strategic thinking.
- Learn how to set goals and plan effectively and efficiently.
- Develop the ability to establish a customer focus in management.
- Develop positive interpersonal techniques for better people relationships.
- Improve their ability to make higher-quality decisions.
- Apply concepts of team building, team performance, and motivation.
- Learn how to establish and maintain time management techniques.
- Understand the role of stakeholders and learn methods of stakeholder management.
- How do we develop productive communication techniques?
- Understand the importance of performance standards, goals, and objectives.
- Develop improvement plans to accomplish work and improve performance.

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Targeted Competencies

- Leadership skills.
- Management skills.
- Strategic thinking.
- Time management.
- Delegating and empowering.
- Problem-solving.
- Decision making.
- Stress management.
- Benchmarking.

Course Content

Unit 1: Lead Your People

- Definition of a leader.
- Definition of a manager.
- Difference between a leader and a manager.
- Tomorrow's company versus yesterday's company.
- The leader of tomorrow's company.
- 6 leadership styles.
- Attributes of leaders.
- Leadership tension.

Unit 2: Think Strategically

- Strategic thinking defined.
- 4 Levels of strategic thinking.
- The strategy/operations relationship.
- Strategic thinking leads to strategic management.
- 3 Ws and 2 Hs.

Unit 3: Solve Problems & Make Effective Decisions

- 5 Key steps in decision-making.
- The "ADADA" model.
- Barriers to effective decision-making.
- The "Ishikawa" model in problem-solving.
- Man-method-material-machine.
- Basic steps and rules in problem-solving.

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Unit 4: Manage Time

- Recording time.
- Analyzing time.
- Planning time.
- Managing your roles and not your time.
- The yearly planner.
- The weekly worksheet.
- The daily work plan.
- Tools to manage time effectively: interpreting how this effective tool for managing time can transform how you structure and utilize your workday.

Unit 5: Stay Stress-Free & Well

- Two types of stress.
- Signs of symptoms of anxiety.
- How to manage stress?
- Type A and type B personality.
- Managing your health.

Unit 6: Build Great Teams

- Actively building relationships.
- Encouraging and stimulating others.
- Wide range of incentives.
- Evaluating and enhancing people's capabilities.
- Respect for the views and actions of others.
- Sensitivity to the needs and feelings.
- Using power and authority.
- Setting objectives that are both achievable and challenging.
- Commitment to a specific course of action.
- Using a variety of techniques to promote morale and productivity.
- Communicating a vision.

Unit 7: Communicate & Interpersonal

- How should I communicate?
- Types of non-verbal communication.
- Communication skills.
- Presentation skills: 6 key steps.
- Do's and don'ts on delivery.

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Unit 8: Delegate & Empower

- The difference between delegation and empowerment.
- Why delegation?
- Benefits of delegation.
- Reasons why people fail to delegate.
- Activities included in the delegation.
- A process for effective delegation.
- Why is empowerment important?
- Benefits of empowerment.
- How do we empower employees?
- Guidelines for implementing and improving empowerment.
- Specific techniques that can be used to designate a workforce.

Unit 9: Encourage Innovation & Creativity

- Can creativity be taught?
- Right brain and left brain thinking.
- How creative are you?
- 8 Steps to developing creative thinking skills.
- 10 Barriers to creativity.
- 12 Questions to spur the imagination.
- 8 Steps towards stimulating a creative environment.

Unit 10: Focus on Results through Your People

- Planning and prioritizing.
- Focus on objectives.
- Tackle problems and take advantage of opportunities.
- Set objectives in uncertain and complex situations.
- Focus personal attention on specific details.
- Striving for excellence.
- Actively seek to do things better.
- Use change as an opportunity for improvement.
- Establish and communicate high expectations.
- Set goals that are demanding of self and others.
- Benchmarking.