MERCURY

The Certified Competent Manager Training Course

22 – 26 March 2027
Milan (Italy)



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Ref: 1129_334268 **Date:** 22 – 26 March 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction

This comprehensive development certified competent manager course will give you the tools and skills to manage your team and be a competent manager covering all aspects of modern management.

With a focus on competent manager importance and competent management skills, this is your opportunity to learn and practice a range of tried, tested, and cutting-edge techniques for managing people.

You will leave the certified competent manager seminar with added confidence to get the best out of your team and manage in a way that will motivate and inspire your team to achieve more significant results and work more productively.

By using the techniques learned in this certified competent manager course, you will soon be seen within your organization as a Competent Manager.

Targeted Groups

- Managers.
- Supervisors and team leaders.
- Human resources department.

Course Objectives

At the end of this certified competent manager course, the participants will be able to:

- Develop their understanding of the skills and competencies required by the competent manager.
- Develop an understanding of different approaches to management, including leadership styles.
- Learn how to performance manage teams and individuals.
- Improve leadership, supervisory and management skills.
- Understand how to manage and develop teams.
- Consider the role of negotiation, influencing, and persuasion for the competent manager.
- Plan their continuous professional development.
- Establish clear and concise goals for the organization, department, and employees.
- Gain a greater understanding of highly effective management tools.

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Targeted Competencies

- Management skills.
- Leadership skills.
- Performance management.
- Negotiation skills.
- Time management.
- Communication skills.

Course Content

Unit 1: The Role of The Competent Manager

- Identifying the skills and competencies required by the role.
- Understanding how management has to adapt to the culture.
- The new business reality and its impact on managers.
- Building a professional development plan.
- Creating a business culture within our team.
- Creating minimum behavioural standards.
- Risk, reward, and motivation.

Unit 2: Discovering The Difference Between Management and Leadership

- Reviewing alternative approaches to management.
- Establishing your leadership and management style.
- Identifying the impact your leadership and management style has on your team.
- Learning that personality styles and assigning responsibility are linked.
- Understanding the mindset of your staff.
- How to run effective team meetings.
- How to hold performance improvement meetings.
- Time management.

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Unit 3: Understanding The Performance Management Cycle

- Identifying and agreeing on individual and team objectives.
- Ensuring everything is in place for excellent performance.
- Monitoring performance.
- Reviewing performance and giving feedback.
- Effective questioning techniques.
- Silent coaching to improve individual performance.
- Listening - a manager's greatest weapon.
- 4 quadrant model of motivation.

Unit 4: Identifying Stages of Team Development

- Understanding the difference between a group and a team.
- Different team roles and their contribution to a successful team.
- Identifying and planning effective team development.
- How to present our ideas to the team.
- Communication tools for managers.
- The relationship bank account.
- Deposits and withdrawals.
- Creating a culture of recognition.
- The recognition formula.

Unit 5: Negotiation Styles and When They Might Be Appropriate

- Influencing your line manager, colleagues, and customers.
- Identifying appropriate opportunities and strategies for persuasion.
- Negotiation secrets to help you win.
- Letting the other person Save face.
- Case study of elite negotiators.
- Continuing development schedule.
- Readers are leaders.

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Competency Management and Development

By incorporating competence in human resource management and technically competent management principles, this competency management course goes beyond traditional teaching methods to provide practical insights into talent development.

Managers who complete this competency management training will be well-versed in knowledge management and competency development.

As a result, they will enhance their ability to execute effective competency development and performance management within their organizations.

Achieving this competency management certification certifies that you possess the sophisticated competence management skills required for excellence in the modern workplace.