

Management Training Program

- **SESSION 1**
Leadership & People Management
Communication & Teamwork
- **SESSION 2**
Decision-Making /Problem-Solving
Performance Management
- **SESSION 3**
Change Management & Adaptability
Time & Project Management
- **SESSION 4**
Business & Financial Management
Customer Service & Client Relations
Ethics, Compliance & Corporate Culture
- **SESSION 5 -OVERVIEW AND DISCUSSION**

Leadership & People Management

- Leadership Styles & Development
- Emotional Intelligence in Leadership
- Coaching & Mentoring Employees
- Conflict Resolution & Difficult Conversations

Communication & Teamwork

- Effective Business Communication
- Active Listening & Feedback Techniques
- Building & Leading High-Performing Teams
- Cross-Department Collaboration

Decision-Making /Problem-Solving

- Critical Thinking & Analytical Skills
- Decision-Making Frameworks
- Handling Uncertainty & Risk
- Innovation & Creative Problem-Solving

Performance Management

- Goal Setting & Key Performance Indicators
- Employee Motivation & Engagement
- Conducting Performance Reviews
- Managing Underperformance

Change Management & Adaptability

- Managing Organizational Change
- Resilience & Stress Management
- Leading Through Uncertainty
- Business Continuity Planning

Time & Project Management

- Prioritization & Delegation Techniques
- Project Management Basics
- Productivity Tools & Techniques
- Managing Multiple Teams & Tasks

Business & Financial Management

- Budgeting & Financial Planning
- Management Understanding Profit & Loss
- Strategic Thinking & Business Growth
- Cost Control & Resource Allocation

Customer Service & Client Relations

- Building Customer-Centric Cultures
- Handling Customer Complaints & Feedback
- Negotiation & Relationship Management
- Sales & Business Development Strategies

Ethics, Compliance & Corporate Culture

- Workplace Ethics & Professionalism
- Diversity, Equity & Inclusion (DEI)
- Legal & Compliance Responsibilities
- Company Culture & Employee Engagement

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