

FUNDAMENTALS OF MANAGEMENT



EDUCATION GOALS

- Understand the different roles of manager and leader
- Understand the different techniques for organising and managing a group or an organisation
- Learn how to communicate effectively with your team
- Learn how to develop your team members' skills
- Know how to identify, assess and resolve crisis situations

WORD FROM THE AUTHOR

« We can use management techniques to improve the performance and productivity of a company's employees. This will then improve the performance and the productivity of the company itself, which is the goal of every manager!

The term management covers all of the techniques used to organise and manage a group (or an organisation, or entity, etc.) in order to achieve a common objective. In a business world of constant change, it is important to help employees to continually develop their skills so that they can keep up with these changes.

It is also important to know how to rapidly identify and assess crisis situations and to implement actions to help manage them. »

Level

Initiation

4
Modules

3 H



M191 – BEING A MANAGER

Objectives education

- Understand the difference between management and leadership
- Identify the responsibilities of a manager

Word from the author

« Every company needs to be well managed to ensure that it can operate effectively. However, the opposite is not necessarily true: good management alone will not necessarily create a successful business. In this module, you will learn about management and what it involves. But I will also teach about common management errors that you should avoid at all costs. »

Chapters

- What is management? What is leadership?
- Functions and roles of a manager
- Common management errors
- Conclusion

Quiz

M192 – COMMUNICATING EFFECTIVELY WITH YOUR TEAM

Objectives education

- Know how to create teams and make them work together
- Communicate effectively as a manager, avoiding potential difficulties and traps (misunderstandings, barriers etc.)

Word from the author

« Good managerial communication is the key to success for good management. Without it, we cannot achieve the objectives of either our team or the company as a whole. The goal of managerial communication is to mobilise employees in order to achieve the company's financial and social objectives. »

Chapters

- Working in a team
- Managerial communication
- Facilitating meetings
- Conclusion

Quiz

M193 – DEVELOPING YOUR TEAM’S SKILLS

Objectives education

- Know how to motivate teams and employees
- Know how to implement coaching techniques tailored to the individual
- Understand the different techniques for developing skills

Word from the author

« A major part of a manager’s work is to motivate his or her employees so that they give their best: which will improve their productivity and that of the company.

In addition, one of the fundamental aspects of a company’s competitiveness is the way it develops its employees’ skills. »

Chapters

- Motivating your team
- Coaching your team
- Developing your team’s skills
- Conclusion

Quiz

M194 – KNOWING HOW TO COPE WITH DIFFICULT SITUATIONS

Objectives education

- Know how to manage critical situations: both internal and external

Word from the author

« A manager needs to be ready to deal with difficult situations, whether internal or external to the company. Managers will be judged by their superiors and by their employees on their ability to manage crises.

But how can we manage these situations? »

Chapters

- Managing change
- Managing crucial situations in your company
- Conclusion

Quiz