Competent Manager

Training programme for executives

CHARACTERISTICS OF THE EDUCATIONAL ACTIVITY

The educational programme focuses on the comprehensive development of the managerial competences of executives. It links the foundations of modern management, leadership, effective communication and working with people with practical training in skills applicable in everyday management practice. The programme draws on the principles of situational leadership according to Paul Hersey and Ken Blanchard and on the GROW coaching-conversation model popularised by John Whitmore. Participants develop the ability to lead a team effectively, motivate employees, give constructive feedback, delegate tasks and optimise work processes. The training is built on interactive methods, model situations and practical rehearsal of managerial conversations.

AIM OF THE TRAINING

The aim of the training is to strengthen the management and communication competences of executives and to support their ability to lead people effectively and achieve set goals. After completing the programme the participant:

- understands the difference between managing and leading,
- uses non-verbal communication purposefully,
- masters the art of active listening and asking questions,
- uses assertiveness and empathy in communication,
- knows the techniques of the motivational conversation and can apply them in practice,
- supports cooperation on common goals,
- is able to optimise work processes,
- gives constructive feedback and plans employee development.

GRADUATE PROFILE

Graduate of the course:

- understands basic managerial competences and tools,
- works consciously with their own leadership style,
- communicates effectively and builds trust in the team,
- uses assertive techniques in demanding situations,

Target group: managers and executives, directors of organisations and institutions, team leaders, project coordinators, future managers

Required entry education: Completed upper-secondary education (maturita) as a minimum. Practical experience in a managerial or coordinating position is recommended but not required.

Form of teaching: Interactive training (in person / online by agreement).

Duration: 2 days – 16 teaching hours (45 minutes each).

Venue: Premises of the school / of the client, or an online platform.

Maximum course capacity: 12 – 18 participants (to preserve the interactive character of the training).

Minimum course capacity: 8 participants

Completion of the educational activity: The educational activity is completed by attending the training in full.

Type of document issued: Certificate of completion of the educational activity

- applies the principles of motivation in practice,
- conducts motivational and development conversations,
- delegates tasks effectively and sets priorities,
- gives constructive feedback,
- creates a personal action plan for developing managerial skills.

TEACHING METHODS

- expert presentation
- interactive discussion
- model situations
- rehearsal of managerial conversations
- case studies
- group work
- individual feedback
- creation of a personal action plan

VERIFICATION OF RESULTS

- ongoing practical tasks and model situations,
- active participation in training activities,
- preparation of a personal development action plan.

TOPICS OF THE TRAINING / COURSE – CONTENT OF THE TWO-DAY TRAINING

DAY 1

1. Fundamentals of management

- Key competences of a manager.
- Managerial skills and tools.
- The manager as facilitator, coach, leader and innovator.
- The difference between managing and leading.

2. Developing interpersonal skills

- Effective communication in managerial practice.
- Asking questions as a management tool.
- Active listening.
- Non-verbal communication and its impact on credibility.

3. Assertiveness – the path to a win-win solution

- Assertiveness and empathy.
- Basic assertive rights.
- How to say “no”.
- How to respond to criticism.
- Identifying and managing one’s own emotions.

4. Planning and organising work

- Setting goals and priorities.
- Principles and techniques of prioritisation.
- The Eisenhower matrix in practice.
- Effective delegation of tasks.
- The process and barriers of delegation.

5. Discussion and summary of the day

- Open forum – questions and answers.
- Reflection and participants’ feedback.

DAY 2

6. Motivation and team building

- Motivating oneself and the team.
- Leadership in a team environment.
- Principles of motivation.
- Internal and external motivators.
- Barriers to motivation.

7. The motivational conversation

- Principles of the motivational conversation.
- Techniques of the motivational conversation.
- The GROW model.
- The S.O.L.E.R. model.
- Applying the motivational conversation in practice.
- Trust-building techniques.

8. Evaluation and giving feedback

- Monitoring and evaluating performance.
- Giving constructive feedback.
- Planning employees' personal development.

9. Final summary and action plan

- Discussion and sharing of experience.
- Overview of the skills acquired.
- Preparation of a personal action plan.

Close of the training

- Questions and answers.
- Evaluation of the training by participants.
- Presentation of certificates of completion.

Note on delivery: The training programme includes intensive practical rehearsal of managerial situations and may be partly adapted to the current needs and experience of the participants.

Educational activity (course/training) approved by: (date and signature):