



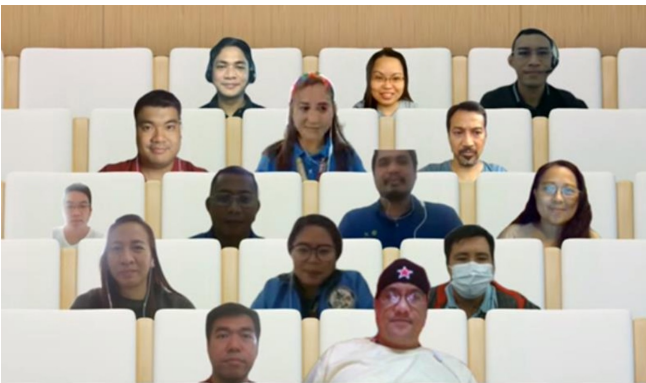
About Us

Insights Manila (registered as Insights MLA Business Solutions) is a training services company based in Makati. The company believes that the country's workforce requires ample training that is effective and insightful, yet affordable.

The consultants of Insights Manila are experienced professionals who had executed the courses several times for different companies under various training institutions.

Insights Manila mostly offers exclusive training for companies. The courses are customized to meet specific training needs. The company also offers public classes where individuals can enroll, and one-on-one training for people who wish focused training. Other than training, the company also accepts Excel automation projects and course development projects.

With Insights Manila, you are directly dealing with the consultants- no intermediary parties who just add costs to the training delivery.



• Other courses offered:

- Basic MS Excel Training
- Advanced MS Excel Training
- Macros and VBA Programming
- Advanced MS Word Training
- Advanced MS PowerPoint Training
- Basic MS Access Training
- Google Sheets Training
- LibreOffice Training

- Essential Supervisor Training
- Essential Manager Skills
- Assertiveness Workshop
- Root Cause Analysis
- Business Writing
- English in the Workplace
- Presentation Skills Training

- Sales Skills Training
- Customer Service Training
- 5S Implementation in the Workplace
- Train-the-Trainer Workshop
- Courseware Development and Instructional Design
- Call Center Workforce Management
- Call Center Representatives Foundation Skills

Just some of our Clients:



We are located at 7F Finman Centre, 131 Tordesillas St., Salcedo Village, Makati



Outline

Essential Manager Skills Training



This workshop aims to enhance the technical skills of a supervisor towards managing the team. It provides tips and techniques in effectively planning the team's resources, organizing the work of the team, and conducting control standards. It reviews the coaching skills that are essential to leadership

- **Management Skills Overview**
 - Introduction to Supervision
 - Defining the Manager
 - Managerial Functions Overview

- **Planning for the Team**
 - Developing Objectives of a Task or a Project
 - Scheduling Tools
 - Gantt Chart
 - Critical Path Method
 - Budgeting Considerations (Analogous, Parametric, Top-Down)
 - Developing Processes (Converting Objectives to Process Flow)

- **Organizing the Team**
 - Defining the Task
 - Effective Delegation Skills
 - Using the RACI Matrix
 - Cascading Effectively: SMART Action Planning

- **Leading the Team**
 - Goal Setting and Motivation
 - Understanding Maslow's Hierarchy of Needs
 - Using Herzberg's Motivation-Hygiene Theory
 - Adaptive Coaching Overview
 - Mentoring and Training People
 - Communication Skills for Leaders

- **Controlling**
 - Developing Standards
 - Converting Objectives to Metrics
 - Identifying Leading and Lagging Metrics
 - Conducting Performance Evaluations
 - Addressing Performance Issues

Free Customization of Topics

12 hrs total training time