



## **UNIX Trainers & Consultants**

**Head Office:** Wema Twins Annex, Plot No. 181,  
Boko-Bagamoyo Road, P.O. Box 33826, Dar es salaam.  
Mob: +255-715-361-880/+255-754-361-880  
Email: [info@unixtrainers.com](mailto:info@unixtrainers.com); [training@unixtrainers.com](mailto:training@unixtrainers.com)  
Website: [www.unixtrainers.com](http://www.unixtrainers.com)

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## **Strengthening Management Skills and Techniques in the Public Sector**

### **Course Overview:**

The methods we use to deliver the most productive outcomes are key to achieving success as a whole. This course will improve the way you handle yourself efficiently within your time limitations, how to better organize and prioritize your work/life tasks, as well as the people you manage. These skills will develop a more effective and motivated individual, allowing increased outputs and productivity in any business area.

Businesses and organizations need to gain more productive methods of planning, more appropriate goals and effective means of making decisions. This course focuses on using productive practices allowing for effective and efficient management of work and making changes and continuous improvements in the business.

### **Course Objectives:**

**At the end of this course, the participants will be able to:**

- Implement the management roles of planning, organizing, directing and controlling in a team environment.
- Manage an effective work schedule that will enhance the productivity of workgroups.
- Coordinate and communicate with others to achieve the aspired goals.
- Manage creative problem-solving and decision-making processes.
- Understand and develop skills necessary to set goals and complete work on time
- Use basic planning process tools to plan a work strategy
- Utilize a variety of methods to improve decision-making and problem-solving
- Identify tasks that can be eliminated, prioritized or delegated
- Analyze situations that hinder their performance and identify techniques to overcome them

### **Course Coverage:**

#### **Topic1: Transition from Technical Expert to Functional Manager/Supervisor**

- The Functions of Management
- The skills needed
- Common management mistakes you want to avoid

- Assessing and adapting your leadership style

## **Topic2: Planning and Organizing Tools and Techniques:**

- Work Breakdown Structures (WBS)
- Critical Path Method (CPM)
- Program Evaluation and Review Technique (PERT)
- Low-Cost Scheduling/Crashing
- Understanding project schedules
- Bar charting
- Manpower planning

## **Topic 3: Management through Performance Analysis:**

- Creating and Measuring Performance Expectations
- Key Performance Indicators (KPIs)
- Setting Targets/Standards

## **Topic 4: Dealing with Your Team Members, Contractors, and Customers:**

- Communicating and influencing
- Barriers to communication
- What defines a good communicator
- Managing conflicts effectively

## **Topic 5: Building Successful Work Teams:**

- The importance of teams and teamwork
- Understanding the mechanics of groups
- Team-building techniques that work

## **Topic 6: Analyzing Issues and Making Effective Decisions:**

- Defining problems and analyzing causes
- The rational approach to problem-solving (Kepner-Tregoe)
- Problem analysis supplementary tools
- Creative decision-making tools

## **Targeted Groups:**

- Managers at all the managerial levels
- Supervisors
- Team leaders
- Professionals who need to become more effective and efficient in planning
- Professionals who want to gain management skills to improve their career