QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1307

Business Management for Non-Managers Training Course

BUSINESS MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Business Management for Non-Managers Training Course is designed for professionals and specialists who do not hold formal management positions but are increasingly required to understand business principles, contribute to organizational decisions, coordinate activities, and demonstrate leadership in their areas of responsibility. The course provides a practical introduction to essential business management concepts without assuming previous management or business education.

In modern organizations, technical expertise alone is often not enough to achieve sustainable performance. Professionals across finance, operations, engineering, procurement, HR, banking, IT, administration, sales, and other functions are expected to understand how their work contributes to organizational objectives, financial performance, customer value, risk management, and operational efficiency. This Business Management for Non-Managers Training Course develops that broader business perspective and helps participants connect day-to-day responsibilities with strategic organizational priorities.

The program focuses on practical business management skills including planning, decision-making, problem-solving, financial awareness, performance management, communication, teamwork, stakeholder management, and business analysis. Participants learn how managers evaluate priorities, allocate resources, manage risks, interpret performance information, and make decisions that support organizational goals.

For government entities, ministries, banks, financial institutions, oil and gas organizations, and large corporations, the course provides a valuable development pathway for high-potential employees, technical specialists, coordinators, senior professionals, and employees preparing for future supervisory responsibilities. By strengthening business awareness and management capability across the workforce, organizations can improve cross-functional collaboration, accountability, productivity, and readiness for future leadership roles.

Objectives

- Analyze the fundamental principles of business management and explain how management practices contribute to organizational performance by the end of the course.
- Develop a clear understanding of organizational structures, functions, responsibilities, and

business processes relevant to participants' workplace environments.

- Evaluate organizational objectives and translate them into practical departmental and individual priorities during business planning activities.
- Apply structured decision-making and problem-solving techniques to workplace situations involving operational, financial, customer, and resource-related challenges.
- Assess basic financial and business performance information and use relevant indicators to support more informed workplace decisions.
- Design practical approaches for prioritizing tasks, managing resources, and improving individual and team productivity within the course environment.
- Improve communication, collaboration, and stakeholder management skills required for effective participation in cross-functional business activities.
- Evaluate operational risks, constraints, and opportunities and determine appropriate responses using practical business management frameworks.
- Implement basic performance management techniques to establish measurable objectives, monitor progress, and identify improvement opportunities.
- Strengthen leadership readiness by applying influence, accountability, delegation, and teamwork principles without relying on formal managerial authority.
- Align individual responsibilities and professional decisions with wider organizational strategy, customer expectations, and business priorities throughout the course exercises.

Who Should Attend

The Business Management for Non-Managers Training Course is suitable for professionals, specialists, technical employees, coordinators, analysts, administrators, and experienced staff members who are not currently managers but need a stronger understanding of how organizations operate and how business decisions are made. It is particularly relevant to employees working in finance, accounting, banking, operations, engineering, maintenance, procurement, supply chain, human resources, information technology, sales, marketing, customer service, administration, project support, and corporate services.

The course is also appropriate for team members who regularly coordinate with managers, participate in projects, contribute to operational decisions, or take responsibility for specific business activities without having direct supervisory authority. It can benefit senior specialists, subject-matter experts, technical professionals, project coordinators, team leaders, supervisors preparing for management positions, and high-potential employees identified for career development programs.

Executives, department heads, HR and learning and development professionals, and organizational decision makers may also use this program as part of a broader management development pathway. The course is especially valuable for organizations seeking to build business awareness among non-managerial employees and prepare capable professionals for future supervisory and management responsibilities.

Learning Outcomes

- Explain the core functions of business management and their relationship to organizational strategy, operations, financial performance, and customer value.
- Analyze how different organizational departments contribute to shared business objectives and identify opportunities for stronger cross-functional collaboration.
- Apply practical planning frameworks to convert organizational priorities into clear professional and departmental actions.
- Use structured decision-making techniques to compare alternatives, evaluate consequences, and select appropriate workplace solutions.
- Interpret basic financial information, budgets, costs, revenues, and performance indicators to improve business awareness and decision quality.
- Apply problem-solving methods to identify root causes, evaluate options, and develop practical improvement actions.
- Prioritize competing responsibilities and allocate time, resources, and attention according to business value and organizational urgency.
- Demonstrate stronger communication and stakeholder management practices when working across departments and professional levels.
- Establish practical performance measures and use them to monitor progress, identify gaps, and support continuous improvement.
- Apply leadership and influence techniques when coordinating colleagues or contributing to teams without formal managerial authority.
- Identify operational and business risks and recommend proportionate actions to reduce their potential impact.
- Develop a personal business management action plan that can be applied directly within the participant’s workplace.

Course Outline

DAY 01

Business Management Fundamentals and Organizational Performance

- Understanding modern business management and the role of non-managers
- Core management functions: planning, organizing, leading, and controlling
- Understanding organizational structures, departments, roles, and accountability
- Connecting individual responsibilities with organizational strategy and objectives
- Business processes, value creation, customers, stakeholders, and organizational performance
- Understanding how managers balance people, resources, costs, quality, risk, and results
- Business priorities in government, banking, oil and gas, and corporate environments
- Developing a business-oriented mindset beyond technical or functional responsibilities

> **PRACTICAL APPLICATION**
>
> Mapping the participant's role to organizational objectives and identifying opportunities to create greater business value

DAY 02

Business Planning, Decision-Making and Problem-Solving

- Fundamentals of effective business planning
- Translating strategic objectives into operational and individual priorities
- Setting clear, measurable, realistic, and time-bound workplace objectives
- Prioritization techniques for competing tasks and business demands
- Understanding managerial decision-making processes
- Analytical thinking and evidence-based decision-making
- Identifying assumptions, constraints, dependencies, and consequences
- Root cause analysis and structured problem-solving techniques
- Evaluating business alternatives and selecting appropriate solutions

DAY 02 — CONTINUED

> **PRACTICAL APPLICATION**
>
> Business case analysis involving competing priorities, limited resources, operational constraints, and stakeholder expectations

DAY 03

Financial Awareness, Performance Management and Resource Optimization

- Why financial awareness matters for non-managers
- Understanding revenues, costs, expenses, budgets, and profitability
- Fixed and variable costs and their relevance to operational decisions
- Understanding budgets and the role of budget accountability
- Basic financial indicators and business performance measures
- Key Performance Indicators and performance monitoring
- Connecting operational activities with financial and business outcomes
- Resource allocation, productivity, efficiency, and cost-conscious decision-making
- Identifying waste, inefficiency, duplication, and opportunities for improvement
- Using performance information to support corrective actions

> **PRACTICAL APPLICATION**
>
> Reviewing a simplified business performance scenario and developing recommendations for improving efficiency, resource utilization, and results

DAY 04

Communication, Collaboration, Influence and Leadership Without Authority

- The role of communication in effective business management
- Communicating with managers, colleagues, customers, suppliers, and other stakeholders
- Understanding stakeholder expectations and professional priorities
- Building effective cross-functional working relationships

DAY 04 — CONTINUED

- Collaboration across departments and organizational boundaries
- Managing disagreements, competing priorities, and workplace challenges
- Influencing colleagues without formal managerial authority
- Delegation principles and coordination responsibilities for emerging leaders
- Accountability, ownership, initiative, and professional credibility
- Giving and receiving constructive feedback
- Building trust and effective teamwork in diverse professional environments

PRACTICAL APPLICATION

Stakeholder management and influence exercise involving a cross-functional business challenge

DAY 05

Strategic Thinking, Risk Management and Personal Business Action Planning

- Developing strategic thinking skills for non-managers
- Understanding the relationship between strategy, operations, projects, and individual performance
- Identifying business risks, operational constraints, and emerging opportunities
- Risk-based thinking in everyday professional decision-making
- Evaluating opportunities for process improvement and innovation
- Managing change and adapting to evolving organizational requirements
- Building a culture of accountability, continuous improvement, and business ownership
- Preparing professionals for future supervisory and management responsibilities
- Integrating business management, financial awareness, performance, communication, and decision-making skills
- Developing an individual business improvement initiative

FINAL WORKSHOP

Participants develop and present a practical workplace action plan covering priorities, performance measures, stakeholder considerations, risks, and improvement opportunities

Register or Request More Information

Course page: https://quest-training.com/courses/business-management-for-non-managers-training-course
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