

Course No. 1374

Essential Management Skills Training Course

MANAGEMENT SKILLS
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION

5 Days

LOCATION

Amman, Jordan

DELIVERY

Classroom

DATES

2 – 6 Nov 2026



Scheduled Event Details

CITY	Amman, Jordan
DATE	2 – 6 Nov 2026
DELIVERY TYPE	Classroom
COURSE FEE	€3,100

Course Overview

Essential Management Skills Training Course is a comprehensive professional development program designed to strengthen the core management capabilities required to lead teams, manage priorities, make effective decisions, and achieve organizational objectives. The course provides a practical framework for managers and professionals who need to transition from individual responsibility to effective people and performance management.

Strong management skills are essential for organizations operating in complex and continuously changing business environments. Managers are expected to translate organizational strategy into actionable objectives, allocate resources effectively, communicate expectations clearly, resolve workplace challenges, and maintain team performance. This course focuses on the practical competencies required to manage people, processes, priorities, and performance with greater structure and consistency.

The program covers essential management practices including planning and organizing, delegation, communication, decision-making, problem-solving, performance management, motivation, conflict management, time and priority management, and team leadership. Participants will examine how effective managers establish accountability, build productive working relationships, handle challenging situations, and support continuous improvement within their teams.

Essential Management Skills Training Course is designed to provide practical workplace value rather than theoretical management concepts alone. Through management scenarios, discussions, practical exercises, and workplace-based applications, participants will develop the confidence and capability to apply effective management techniques in their daily responsibilities and contribute more effectively to organizational performance.

Objectives

- Analyze the core responsibilities and competencies required for effective management within modern organizations.
- Develop structured approaches to planning, organizing, prioritizing, and coordinating managerial responsibilities.
- Apply effective delegation techniques to assign responsibilities according to capability, workload, and organizational priorities.
- Improve managerial communication skills for setting expectations, providing direction, and maintaining alignment.
- Evaluate workplace situations systematically and apply appropriate decision-making and problem-solving techniques.
- Strengthen methods for managing individual and team performance through clear objectives, accountability, and feedback.
- Apply practical techniques for motivating employees and fostering engagement, collaboration, and ownership.
- Assess workplace conflicts and implement appropriate approaches for resolution and constructive communication.
- Improve time and priority management to focus managerial effort on high-value activities and organizational objectives.
- Develop practical strategies for leading teams through change, competing priorities, and operational challenges.
- Strengthen managerial effectiveness through emotional intelligence, professional interpersonal skills, and self-awareness.
- Develop an individual management action plan to apply the course concepts within the workplace.

Who Should Attend

This course is designed for newly appointed managers, supervisors, team leaders, department coordinators, and professionals who have recently assumed managerial responsibilities or are preparing for a management role. It is particularly relevant to professionals responsible for coordinating teams, allocating work, supervising performance, managing operational priorities, and ensuring the successful execution of departmental objectives.

The program is also suitable for middle managers, functional managers, project managers, administrative managers, operations managers, HR professionals, finance managers, technical managers, and specialists who require stronger people-management and organizational skills. Professionals working in government entities, ministries, banks and financial institutions, oil and gas organizations, large corporations, and other public or private sector institutions can apply the management principles across a wide range of organizational environments.

Senior professionals, department heads, and decision makers may also benefit from the course when seeking to strengthen managerial consistency across teams and improve the effectiveness of supervisors and emerging managers. The program is particularly valuable for organizations implementing management development, supervisory development, talent development, or leadership pipeline initiatives.

Learning Outcomes

- Explain the key responsibilities, competencies, and behaviors associated with effective management.
- Plan and organize managerial activities according to organizational priorities and available resources.
- Set clear objectives, expectations, responsibilities, and performance standards for team members.
- Delegate tasks effectively while maintaining appropriate accountability, control, and follow-up.
- Apply structured communication techniques when giving instructions, providing feedback, and handling workplace discussions.
- Use practical decision-making and problem-solving tools to address managerial and operational challenges.
- Conduct effective performance discussions and provide constructive feedback that supports employee improvement.
- Apply practical techniques to motivate employees, strengthen engagement, and encourage ownership.
- Manage workplace conflicts using constructive communication, negotiation, and problem-solving approaches.
- Prioritize managerial responsibilities and manage time effectively in demanding work environments.

- Demonstrate stronger interpersonal awareness and emotional intelligence when managing different personalities and workplace situations.
- Develop a practical management action plan to improve personal effectiveness and team performance.

Course Outline

DAY 01

Foundations of Effective Management

- Understanding the role, responsibilities, and expectations of modern managers
- Core management competencies and the transition from specialist to manager
- Planning, organizing, coordinating, and controlling managerial activities
- Setting objectives, priorities, standards, and clear expectations

PRACTICAL APPLICATION

Assess current management responsibilities and identify key areas for improvement

DAY 02

Communication, Delegation and Team Effectiveness

- Principles of effective managerial communication
- Giving clear instructions and communicating expectations
- Delegation: selecting the right task, assigning responsibility, and maintaining accountability
- Building trust, cooperation, and productive working relationships

PRACTICAL WORKSHOP

Delegate responsibilities and manage a realistic team communication scenario

DAY 03

Decision-Making, Problem-Solving and Performance Management

- Structured approaches to managerial decision-making
- Identifying root causes and solving workplace problems
- Managing individual and team performance through objectives and accountability
- Feedback techniques, performance discussions, and corrective conversations

CASE STUDY

Resolve a complex performance and operational management scenario

DAY 04

Motivation, Conflict Management and Managing Difficult Situations

- Understanding employee motivation and workplace engagement
- Managing different personalities, behaviors, and expectations
- Identifying sources of workplace conflict and selecting appropriate response strategies
- Managing difficult conversations, resistance, disagreements, and performance challenges

PRACTICAL WORKSHOP

Handle a workplace conflict and develop an appropriate management response

DAY 05

Time Management, Managerial Effectiveness and Workplace Application

- Managing time, priorities, workload, and competing managerial demands
- Developing managerial presence, emotional intelligence, and professional influence
- Leading teams through change, uncertainty, and shifting organizational priorities
- Integrating management skills into daily workplace practices and performance improvement

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop a personal management effectiveness action plan and implementation roadmap

Register or Request More Information

Course page: <https://quest-training.com/courses/essential-management-skills-training-course>

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