

“Manager's Tool Box”

Core Management Skills - Interactive Training

Target Audience

This training is designed for those in management positions or with a team leadership responsibility, who would like to gain, improve or refresh practical management skills.

Method

The training is comprised of management theory and latest research in this field combined with practical examples from experience of real managers. To illustrate the covered topics in an entertaining, memorable way and to enable better understanding, the participants will follow the various struggles of a manager in a custom-made video case study. This serves a basis for discussion, with participants advising the fictional manager on possible courses of action to be taken. In every section of the course attendees will be asked to work on practical tasks and role-plays, encouraged to share ideas and analyse their own situations and experiences. The course concludes with a case study, where participants work in groups to apply their newly improved knowledge to real-life situations.

Contents

The course is customisable and easily adapted to the individual needs of each client, depending on the time available, experience and previous trainings of the participants and any particular problem areas that need to be addressed. The list of topics that can be covered is segmented into 3 areas as follows:

Manage YOURSELF	Manage OTHERS	Manage SITUATIONS
From Specialist to Manager to Leader Time Management Emotional Intelligence Decision Making Building Relationships Continuous Self-development Communication Skills	Goal Setting Delegation Motivating Evaluation & Feedback Training and Coaching Creating Team Spirit	Hiring Firing Conflict Resolution and Difficult Conversations Meeting Management Change Management

Training Length

The course can be modified in length to best address the needs of each client.

1 day (8h) – focused training covering 3-5 of the above topics.

2 days (16h) – basic training covering most of the topics + a short case study.

3 days (24h) – in-depth training covering all of the topics + a longer case study.

1 day training is only recommended in cases where there are specific problem areas identified that the company wants to address. In order to be able to present a well-rounded picture of the topic, we recommend a minimum 16 hours training. Video case will be included irrespective of the training length.

Language

Training can be presented in either English or Latvian.

Number of Participants

To maintain an interactive learning environment, number of participants is limited to 16.

Trainers



Irēna Štokmane an expert in finance and credit risk analysis and has acquired extensive practical experience as a manager. Her professional career commenced in audit and continued in the banking sector, where she has been employed for 13 years. 11 of these Irēna held a managerial position, overseeing the credit business of the bank and being responsible for a team of 7-13 finance professionals.

Irēna has a B.Sc. degree in Economics and Business Administration from Stockholm School of Economics in Riga and a M.Sc. degree in Finance and International Business from Stockholm School of Economics and has obtained CFA qualification.



Maija Dobele is an organizational development consultant, expert in personnel management, training and development areas. Maija's career started as executive search consultant, after which she moved to HR and Administrative director position. Maija has lead a team of 10 people herself, while supporting managers in leading more than 1000 employees. Her experience includes being part of the management team working on organisational change projects, defining and implementing company's mission, vision, values and strategy.

Maija has B.Sc. degree in Economics and Business Administration from Stockholm School of Economics in Riga and a M.Sc. degree in European Business Law and Administration from Lund University in Sweden. Maija is a certified coach and has acquired skills in team and organisations' supervision methods as well as systemic work with organisational systemic dynamics.

Contact information:

irena@knowledgegarden.lv / mob. +371 29215072
majja.dobele@moon.lv / mob. +371 29257429