

Ideal Manager 36.6 techniques of "Trouble"-management

SELF-MANAGEMENT

Goals and control over circumstances. "Bulldozer and War" principle. "Breaking" barriers and fears on the way towards the set goal. Four-level self-management system.

MANAGEMENT

Delegation of authority. Basic elements of the management cycle. Analysis of delegation zones. Setting a target. TOTE and management decisions. Purpose formation and situation analysis of its achievement. Delegation: who is the right person?

CONTROL

Control procedure. Methods for implementing current control and monitoring. Enhancing efficiency. The formula for organizational change (Gleicher's formula). Fixing responsibility. Six methods of "invisible" control.

MEETING

7 phases of the meeting. Principles of transition from one topic to another during the meeting.

STRUCTURE

What is to be done with the organizational structure? Fire an employee? Who of the employees won't survive staff cuts and how to reorganize employees' responsibilities.

BUSINESS PROCESS

Business process revision. 4 vectors of analysis.

COMMUNICATION

Gestures. Hidden nonverbal communication. Influence on the case of 3 presidents: posture, legs, hands, etc. Rapid visualization by sound and light at negotiations. Names: 4 techniques for memorizing names, patronymics, surnames of key stakeholders and random people. Schedule of attention of the interlocutor. Quotes. Universal approaches. Pausing.

CLIENTS

12 tips for retaining customers. Advertising. How to optimize advertising costs? How to control the advertising campaign direction? How to win back lost customers? Competitors' "fights".

RECEIVABLES

How to manage accounts receivable? What shall we do with overdue debts? Practical case study: Live call to the debtor.

BURNOUT

Psychological climate. Job motivating potential based on Hackman and Oldham's Job Characteristics Model. Employee involvement and "exclusion".

MOTIVATION

15 key motivators for employees. Salary of subordinates. How to change financial incentives for employees? What is a proper ratio of fixed to variable pay in compensation structure.

New format for Generation Y. Mihaly Csikszentmihalyi 's Flow Model. Management of motivation. Organizational Culture Model by Edgar Schein. Three ways to measure motivation. Practical case study: measuring motivation of any employee by phone.

FEEDBACK

House Mitchell's Path-Goal Theory of Leadership. Hersey-Blanchard Situational Leadership Theory adapted for employee management. Praise and criticism when dealing with subordinates.

WEAKNESSES

Disadvantages of CEO. How to evaluate your weak sides and be objective to yourself. Minimizing risks and improving weaknesses.

SELF-DISCIPLINE

Setting goals. The quantum Cheshire Cat. Two approaches to target setting. Mechanisms to capture the required information. Priorities. Perseverance. What should be said in the end of the dialogue? Methods to increase your influence on the opponent. Personal development plan.