



Training Course

FOURTH GENERATION MANAGEMENT

Management Competencies For The 21st Century

In recent years, management research has taken place that has challenged the old models of management. New concepts have been developed that have the potential to transform the effectiveness of organisations.

This **modular programme** has been developed to study, learn and, more importantly, apply and evaluate these new concepts in the delegate's organisation. The programme will consist of workshops and practical work based assignments over a nine-month period.

What are the New Management Competencies?

Managing the organisation as a system

Rather than the traditional hierarchy, the organisation is viewed as a system; a network of interconnected parts that work together to deliver benefit to the customer or stakeholder. This moves the primary concern of managers from managing the parts, usually divisions, departments and individuals, onto seeing the relationships between the parts. An understanding of the interconnections and inter-relations between the parts is crucial to delivering value and improving organisational performance.

Managing data and variation

An organisation's key performance measures need to reflect the aim of the organisation as a system but a management made chaos of "brickbats and bouquets" exists within most organisations because of a faulty assumption; "two numbers that are not the same are different". True in mathematics, not true in the real world. Variation exists all around us. Data is collected in organisations but there is no robust method used to interrogate the data and to distinguish between "routine variation" and "exceptional variation". This programme introduces the Process Behaviour Chart and shows how it is a powerful method to help us make better decisions based on the data presented.

Managing people, psychology and change

People are born with a natural curiosity and inclination to learn and learning is the only source of innovation and competitive advantage. The programme will explore how to harness talent and will explore research into intrinsic and extrinsic motivation and how people react to change.

Managing knowledge and learning

In the context of improvement, a change is a prediction: if the change is made, improvement will result. Prediction requires theory. A theory represents our current knowledge of how a system works. Tests are designed to validate our theory. From the outcome of the tests, the theory is further refined. The Plan-Do-Study-Act (PDSA) model is introduced to help us in our testing and learning.

Managing the Whole

At Status, it is believed that leadership is about generating the excitement and commitment essential to the success of optimising an organisation by managing the above four inextricably linked principles.

Expected outcomes

The combination of workshops and practical assignments will provide delegates with an enriching learning experience which will enable them to lead their organisation in a more efficient and effective manner. Delegates will:

- Understand and be able to apply systems thinking to your organisation
- Understand and be able to apply better data in a better way in order to improve management decision making
- Understand how to harness individual talents for the benefit of the organisation
- Understand how to apply the PDSA model to drive improvements

For a consultative meeting or additional information, please contact Mark Woods on 07976 426 286 or email him at mwoods@status.uk.com.

