



COURSE OVERVIEW SS0170 Managing Multi-Tasking

Course Title

Managing Multi-tasking

Course Date/Venue

August 25-29, 2024/SAS Meeting Room,
Holiday Inn Muscat al Seeb, an IHG Hotel,
Muscat, Oman

Course Reference

SS0170

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



Critical deadlines, competing priorities and an avalanche of e-mail often leave individuals feeling overwhelmed. Being able to set priorities and allocate time appropriately are critical skills for achieving your goals. Taking control of your time and schedule enables you to increase personal productivity and enhance your quality of life.



This course is designed to provide an up-to-date overview of managing multiple tasks, priorities and deadlines. It covers the setting of goals and priorities to effectively manage time; monitoring daily work habits and determining areas for improvement; planning daily tasks and goals; identifying, evaluating and selecting tools that help with time and priority management; the avoidance of over-committing yourself and combatting procrastination; balancing professional and personal lives; and implementing a personal time-management action plan.

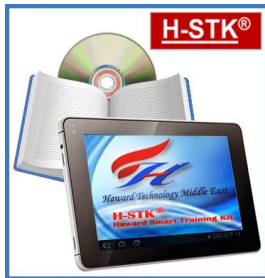


Course Objectives

Upon the successful completion of this course, you will be able to:-

- Apply and gain an in-depth knowledge on managing multi-skills and setting priority
- Set goals and priorities that enable you to effectively manage your time
- Monitor daily work habits and determine areas for improvement
- Plan daily tasks and goals that align with your mission statement
- Identify, evaluate and select tools that help with time and priority management
- Avoid over-committing yourself and combat procrastination
- Balance your professional and personal lives
- Implement a personal time-management action plan

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of managing multi-skills and setting priority for those who want to improve their productivity and strengthen their time-management skills through multiple ways of thinking about and using time more effectively.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee


US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


- 

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- 

British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. John Kruger, PGDip, BA, is a Senior Management Consultant with over 45 years of extensive experience. His expertise includes Commercial Negotiation, Customer Service, Customer Culture, Internal & External Stakeholders, Corporate Communication, Public Media Communication, Electronic Communication & Collaboration Skills, Social Media Management, Effective Communication Skills, Digital Archiving & Electronic Document Management, Digital Marketing, Leadership & Interpersonal Skills, Communication Skills, Active Listening Skills, Change Management Skills, Conflict Management, Crisis Management, Crisis Communication Management, Procurement & Contracts Management, Tender Preparation, Tender Floating, Bid Evaluation, Contractor Selection, Contractors Work Supervision, Manpower & Site Permits, Building Communication & Interpersonal Skills, Active Listening, Assertiveness Theory, Leadership & Management Skills, Negotiation Skills, Presentation Skills, Cultural Management, Virtual Team Operations, Team Building, Resource Management, Performance Management, Career Development Management, Stress Management, Time Management, Research Management, HR Project Management, QA/QC, Quality Management, Project Management, Contracts & Tendering, Human Resource Management, Performance Management, Technical Management, Quality Management, Productivity & Efficiency Improvements, Time Management, Financial Management, Strategic Management, Change Management, People Management, Production Management, Toolkit Management, Public Relations & Organisational Communication, Public Speaking, Social & Environmental Projects, Business Development, Psychometric Assessment and Strategic Change. Further, his specialization covers Train-the-Trainer, Coaching, Counselling & Mentoring, Strategic Planning, Problem Solving, Decision Making, Budgeting & Cost Control, Supply Chain Management, Operational Management, Adult Education, Turnaround and Re-Engineering Projects and Macro-Economics.

During his career, Mr. Kruger has contributed his expertise and held prestigious positions for major organizations worldwide as a **Business Analyst, Business Development Manager, Project Manager, Strategic & Divisional Plan Manager, Warehouse Manager, Supply Chain Manager, Change & Marketing Manager, Facilitation Manager, Interim OD & Development Manager, Interim Training Manager, Commercial Project & Interim Manager, TQM Manager, General Manager, Engineer, Journalist, National Broadcaster, Reporter, Sub-editor, News Editor, Leadership Development & Business Profiling Head, Deputy Director** as well the **Business Consultant, Technical & Management Coach, Consultant/Instructor, Lecturer and Facilitation & Key Note Speaker.**

Mr. Kruger has a **Post Graduate Diploma in IPM Industrial Psychology Management** and in **UNISA Advanced Leadership Programme** as well as **Bachelor's degree in Communications** from the **Northwest University**. He is a **Registered Assessor & Moderator, a Certified Instructor/Trainer and a Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**. Further, he is an active member of **The Institute of Management Consultants of South Africa** and he has delivered various trainings, workshops, courses and conferences worldwide.



Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 25th Of August 2024

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Course Introduction & Overview Course Expectations • Course Objectives • Outcomes Required • Ten Hard Truths
0930 - 0945	Break
0945 - 1045	Facts about Time and Time Utilization Concept of Time • Time Analysis Quiz • Group Discussion of Responses to Quiz
1045 - 1200	Work Management Types of Time • Common Time Wasters • Discussion • Behavior Analysis
1200 – 1215	Break
1215 - 1420	The Organization What is Management? • Organizational Mission & Vision & Critical Objectives • Core & Non-Core Functions
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 26th of August 2024

0730 - 0900	Time Management Techniques & Tools Doing the Right Things • Getting Organized • Planning and Execution • The Pareto 80/20 Principle • Group Exercise • Manpower Planning Issues
0900 - 0915	Break
0915 - 1030	Ethics What is Ethics? • Components of Ethics
1030 - 1200	The Modern Manager Past, Present and Future • Management Techniques • Goal Setting and Helping Others to Set Goals • Exercise
1200 – 1215	Break
1215 - 1420	Tips to be a Successful New Manager Getting Most of Each Day • Group Activity • Block Interruptions • Problem Solving • Master Your Telephone
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 27th of August 2024

0730 - 0815	Motivation What Caused People to be Self Motivated? • Staff Motivation • Maslow’s Hierarchy of Needs • Training of Staff
-------------	--



0815 - 0915	Delegation Decision Making • Techniques • Paperwork
0915 - 0930	Break
0930 - 1015	Empowerment Value • Components
1015 - 1100	Empowering your Secretary Your Secretary as Office Manager • Public Relations • Group Discussion
1100 - 1215	Work Systems Flow and Work Load Systems • Work Flow/Economize • Work Flow Re-Design
1215 - 1230	Break
1230 - 1330	Contingency Planning Nomenclature • Response to an Event • Common Causes of Emergency
1330 - 1420	Stress Management Symptoms • Causes • Impact of Stress
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 28th of August 2024

0730 - 0815	Meeting Management Meeting Management Video • Guidelines • Group Discussion
0815 - 0915	Communication and Interpersonal Skills Understanding: Apply the 5 C's • Body Language • Interpersonal Skills • Group Dynamics
0915 - 0930	Break
0930 - 1015	Change Management Who Moved my Cheese • Video • Discussion • The Dennison Culture Tool • Leadership • Organizational Change
1015 - 1100	Competence and Knowledge Management Organization Competence • Typical Managerial Competencies • Knowledge
1100 - 1215	16 Value Creation and Value Adding Add or Create Value • Activities • Value Chain
1215 - 1230	Break
1230 - 1330	Performance Management System as Time Efficiency Tool Indicators • Critical Success Factors • Performance Criteria • Performance Evaluation
1330 - 1420	The Performance Management System Approach to Saving Time • Balanced Scorecard • Practical Demonstration
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5: Thursday, 29th of August 2024

0730 - 0815	Productivity & Measurement How to Achieve "More" in "Less" • Deming • Productivity Measurement • Resource Optimization • Services Level Agreements
-------------	--



0815 - 0900	Benchmarking What is Benchmarking • Measurement • Components • Considerations Input Output
0915 - 1000	Dispute & Conflict Management Approach • Video • Six Thinking Hats • Barriers to Creativity Thinking Modes • Group Discussion
1000 - 1015	Break
1015 - 1045	The Impact of Technology The Knowledge-Based Job
1045 - 1130	The Perspective Shift Function • Structure • Systems • Work • Staff • Thinking Mode • Management Style • Community Competition • Strategy
1130 - 1200	Self Development The Relationship Factor • Responsibility • Tools • Culture
1200 - 1215	Break
1215 - 1300	Personal Action Plan
1300 - 1345	Learning Points
1345 - 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 - 1415	POST-TEST
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org