

Business Basics

Instructor: Jorge Ocegüera
Course Contact hours: 7 hours

In this fast-paced one-day workshop, participants will be given tools, techniques and best practices that will help them develop a range of skills that are necessary to be an effective manager. Participants will gain or improve their skills in effective communication, time management and goal setting.

Course Objectives

- Develop an enhanced awareness of the importance of key skill sets for their roles as managers including communication skills, time management skills, and goal setting
- Obtain a basic understanding of business issues and practices that will provide a foundation for the remainder of the program.

Learning Outcomes

- Analyze their work in order to effectively prioritize and delegate tasks
- Practice effective time management and stress management tools and techniques
- Apply meeting management techniques and best practices, including keeping meetings on track and avoiding time wasters
- Employ improved decision-making and goal-setting abilities
- Explain the fundamentals of managing others, including direct reports, large teams, and supervisors
- Demonstrate enhanced communication skills on the job

Course Content

- How to analyze workflow
- Best practices for email and information management
- Personal productivity tips, including prioritizing and delegating tasks
- Practical tools with new or unique approaches to managing self/others
- Managing meetings effectively
- Effective communication skills
- Setting SMART goals.

Required Texts

Handouts will be provided