

MANAGEMENT - MASTERCLASS



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TRAINING CENTER



Introduction

Management Masterclass Training Course develops the complete management skill set that senior professionals need to run operations, lead people, and deliver consistent results. Management is a discipline built from planning, organising, directing, and controlling work, and it improves only through deliberate practice. Many capable managers rely on instinct and repeat the same mistakes across their careers. This masterclass replaces instinct with method. It covers direction setting, organisational design, delegation, performance management, decision-making, and change. As a result, participants learn to align teams with strategy, run disciplined execution rhythms, and build the managers who follow them.

Management Masterclass Course Objectives

- Apply the core management functions: planning, organising, directing, controlling.
- Set direction with vision, mission, and SMART objectives.
- Align team objectives with strategy using the Balanced Scorecard.
- Design organisational structures and accountability using the RACI matrix.
- Apply the McKinsey 7S framework to diagnose alignment.
- Delegate using the five levels of delegation and clear ownership.
- Manage performance with appraisals and improvement plans.
- Give feedback with the SBI and DESC frameworks.
- Coach team members using the GROW model.
- Lead change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Facilitated sessions built around real management challenges.
- Diagnostic workshops using management maturity models.
- Role-play of appraisals, delegation, and difficult conversations.

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- Group exercises in planning, prioritisation, and scorecard design.
- Case studies from operations, service, and project environments.
- Simulation of a management review and planning round.
- Peer review, reflection, and a personal management development plan.

Who Should Take This Course

- Senior managers and department heads.
- Experienced managers refining their practice.
- Newly appointed managers building foundations.
- Functional and business unit leaders.
- Program and operations directors.
- HR professionals supporting manager development.
- High-potential employees preparing for management.

Management Masterclass Course Outlines

Day 1: Management Foundations and Personal Practice

- The management functions: planning, organising, directing, controlling.
- Management versus leadership in daily practice.
- Managerial roles and Mintzberg's framework.
- Time management and priority setting with the Eisenhower matrix.
- Personal management habits and self-discipline.
- Common management failure patterns.
- Workshop: personal management practice diagnostic.





Day 2: Planning, Objectives, and Strategy Alignment

- Setting direction with vision, mission, and strategic intent.
- Cascading objectives with SMART goals and OKRs.
- The Balanced Scorecard and strategy maps.
- Action planning and milestone tracking.
- Resource planning and budget alignment.
- Managing competing priorities and interruptions.
- Workshop: building a quarterly management plan.

Day 3: Organising, Delegation, and Accountability

- Organisational structures and design principles.
- Span of control, layers, and decision rights.
- The RACI matrix and accountability frameworks.
- Diagnosing alignment with the McKinsey 7S framework.
- Delegation with the five levels of delegation.
- Following up without micromanaging.
- Role-play: delegating with clear accountability.

Day 4: Directing, Performance, and People Management

- Communication styles and briefing practice.
- Running effective team meetings and one-to-ones.
- Appraisal and performance review conversations.
- Feedback with the SBI and DESC frameworks.

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- Coaching with the GROW model.
- Managing underperformance with improvement plans.
- Role-play: a performance and development conversation.

Day 5: Controlling, Decisions, and Change

- KPI selection, dashboards, and management reporting.
- Diagnosing problems with the 5 Whys and fishbone diagrams.
- Structured decision-making with decision matrices.
- Risk management with the five-step process.
- Leading change with Kotter's eight steps and ADKAR.
- Creating a personal management development plan.
- Capstone: presenting a 90-day management improvement plan.

Conclusion

By successfully completing Management Masterclass Training Course, participants will have acquired the knowledge to plan and prioritise work, design structures and accountability, delegate with genuine ownership, manage performance fairly, coach and develop their teams, control results with reliable measures, and lead change with proven frameworks. They will also understand how to build consistent management practice across their organisations. Gentex Training Center delivers this program through applied workshops and expert facilitation, preparing participants to manage with confidence and rigour.

FAQs for the Management Masterclass course





Q1 What is the "Management Masterclass" course about?

It is a training program that develops the full management skill set for senior roles. It covers planning and objectives, organisational design, delegation and accountability, performance management, coaching, decision-making, and change leadership.

Q2 What are the key benefits of the "Management Masterclass" course?

Participants gain a structured management method, stronger priority discipline, and more effective performance conversations. Organizations benefit from clearer accountability, better resource alignment, more reliable delivery, and managers who develop the people beneath them.

Q3 What skills will I gain from the "Management Masterclass" course?

Participants build planning, prioritisation, and strategy alignment, organisational design and delegation practice, performance management, feedback, and coaching, and decision-making, control, and change leadership.



Q4 What tools, methods, or standards are covered in the "Management Masterclass" course?

The course covers Mintzberg's managerial roles, the Eisenhower matrix, SMART goals, OKRs, the Balanced Scorecard, strategy maps, the RACI matrix, the McKinsey 7S framework, the five levels of delegation, KPI dashboards, the 5 Whys, fishbone diagrams, decision matrices, the five-step risk management process, the SBI and DESC feedback frameworks, the GROW coaching model, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Management Masterclass" course applied in real-world practice?

Learners apply it by building a quarterly management plan, cascading objectives through a scorecard, clarifying decision rights, delegating with defined ownership, running appraisal and coaching conversations, and tracking KPIs on a management dashboard before leading change initiatives.