

THE COMPETENT MANAGER



GENTEX[®]
TRAINING CENTER



Introduction

The Competent Manager Training Course builds the practical capabilities a manager needs to run a team, a workload, and a set of relationships at the same time. Participants examine planning, delegation, performance management, communication, and decision-making as one connected set of duties rather than separate skills. The programme moves from personal effectiveness into team leadership and business awareness. As a result, learners gain a clear standard for what competent management looks like day to day. Furthermore, the course strengthens judgement, accountability, and the confidence to manage without constant escalation.

The Competent Manager Course Objectives

- Define the manager's role, responsibilities, and boundaries.
- Set goals and translate them into clear team and individual objectives using SMART criteria.
- Plan work, prioritise tasks, and manage time with urgency-importance analysis and the Eisenhower matrix.
- Delegate effectively using the five levels of delegation and RACI accountability.
- Run structured performance conversations using the GROW model and SBI feedback.
- Communicate with clarity using active listening and structured briefing.
- Make sound decisions using decision matrices and root cause analysis.
- Handle conflict and difficult conversations using the Thomas-Kilmann conflict modes.
- Manage teams through change using Kotter's eight steps and the ADKAR model.
- Read basic business and financial indicators to support managerial decisions.

Course Methodology

- Interactive sessions built on common managerial situations.

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- Workshops on goal setting, delegation, and decision-making practice.
- Group exercises on performance conversations and conflict handling.
- Hands-on practice with SMART goals, RACI charts, and decision matrices.
- Simulation of escalation, resource pressure, and team disputes.
- Facilitator coaching and peer review on personal management plans.

Who Should Take This Course

- Newly appointed managers and team leaders.
- Supervisors moving into broader management responsibility.
- Experienced managers seeking a structured refresher.
- Professionals managing projects and cross-functional teams.
- Technical specialists taking on people management duties.
- Managers responsible for performance and team development.

The Competent Manager Course Outlines

Day 1: The Managerial Role and Personal Effectiveness

- What competent management means in practice.
- The manager's responsibilities to the team, the business, and customers.
- Managing time with urgency-importance analysis and the Eisenhower matrix.
- Planning routines, priorities, and workload control.
- Managing your own pressure and personal triggers.
- Working relationships, boundaries, and trust.
- Case discussion: a manager who tried to do everything personally.





Day 2: Goals, Planning, and Delegation

- Setting goals with SMART criteria.
- Cascading objectives from business goals to team goals.
- Delegation and the five levels of delegation.
- Accountability with RACI charts and clear decision rights.
- Assigning tasks with outcomes, authority, and support.
- Monitoring progress without micromanaging.
- Workshop: planning a team workload with clear ownership.

Day 3: Performance Management and Feedback

- Setting performance expectations and standards.
- Conducting regular one-to-one and check-in conversations.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Coaching with the GROW model.
- Managing underperformance through structured improvement plans.
- Recognition, motivation, and engagement.
- Exercise: running a performance conversation.

Day 4: Communication, Decision-Making, and Conflict

- Structured briefing and clear instruction.
- Active listening and questioning techniques.
- Decision-making with decision matrices and multi-criteria analysis.
- Root cause analysis and problem definition.
- Handling conflict with the Thomas-Kilmann conflict modes.

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- Managing difficult conversations and escalation limits.
- Simulation: resolving a team conflict and a difficult decision.

Day 5: Leading Teams Through Change and Business Awareness

- Leading change with Kotter's eight steps and the ADKAR model.
- Communicating change and managing resistance.
- Building team capability and succession.
- Working with other functions and managing upwards.
- Reading basic financial and business indicators.
- Continuous improvement and personal management development.
- Capstone: presenting a personal competence and team plan.

Conclusion

By successfully completing The Competent Manager, participants will gain a practical command of planning, delegation, performance management, communication, and decision-making. They will acquire skills in goal setting, feedback and coaching, conflict handling, and change leadership that strengthen both team results and personal credibility. Gentex Training Center designs the programme to help managers perform with judgement and accountability.

FAQs





Q1 What is the "The Competent Manager" course about?

It builds the practical capabilities a manager needs to run a team, a workload, and a set of relationships at once. The course spans the managerial role and personal effectiveness, goals and delegation, performance management and feedback, communication and decision-making, and leading teams through change.

Q2 What are the key benefits of the "The Competent Manager" course?

You gain a clear standard for what competent management looks like day to day. The course improves planning and delegation, sharpens performance conversations, strengthens decision quality, and helps you handle conflict and change without constant escalation.

Q3 What skills will I gain from the "The Competent Manager" course?

You will develop four core skills: planning, prioritisation, and goal setting, delegation and accountability management, performance management with feedback and coaching, and communication, decision-making, and conflict handling.



Q4 What tools, methods, or standards are covered in the "The Competent Manager" course?

The course covers SMART criteria, urgency-importance analysis and the Eisenhower matrix, the five levels of delegation, RACI charts, the GROW coaching model, the SBI (Situation-Behaviour-Impact) feedback model, structured improvement plans, active listening and briefing techniques, decision matrices, multi-criteria decision analysis, root cause analysis, the Thomas-Kilmann conflict modes, Kotter's eight steps, the ADKAR model, and basic financial and business indicators.

Q5 How is the "The Competent Manager" course applied in real-world practice?

Participants apply it to real work such as planning a team workload, delegating a project with clear ownership, running a performance conversation about underperformance, and leading a team through a restructuring. The same methods support business reviews and personal development planning.