



أكاديمية الزمالة
العربية البريطانية



أكاديمية الزمالة العربية البريطانية
Arab British Academy Fellowship
A.B.A.F





Optimize time and resources for efficiency and effectiveness

Objectives

- To highlight some of the key mechanisms that play a key role in supporting and improving management efficiency and effectiveness.
- Determining work pressures and their impact on individual and organization performance.
- How to deal with stress and conflicts.
- Application of modern scientific and practical mechanisms and methods for effective time management.
- Recognize the golden rules of effectiveness.
- Effective management of meetings as a practical application to manage time and work pressures

Who Should Attend?

- Customer service staff
- Customer Service Managers
- All of them are related to customer service
- Directors and Heads of Departments

Seminar Outline

DAY 1

- Effective management.
- Organization functions.
- Efficiency leveling elements.
- The importance of management in achieving the mission and objectives of the organization.
- Indicators of effectiveness level.

DAY 2

- The concept of productive efficiency.
- Methods of measuring production efficiency.
- Use comparisons to express productivity efficiency.
- Factors Affecting Production Efficiency.
- Methods of improving productivity efficiency



DAY 3

- Nature and concept of guidance function.
- Steering function elements.
- Motivation is one element of the routing function.
- What is motivation? what does it mean?
- The process and types of stimulation.
- Ten fastest ways to frustrate subordinates.
- Fifteen effective method of stimulation.
- How to motivate yourself.
- NLP and stimulation.

DAY 4

- How creative you are.
- How much innovation you have in your organization.
- What are the obstacles to creativity and innovation in the organization.
- Influence in others - the road to the road of self-strength.

DAY 5

- Authorization and effective management time and work pressures.
- Specific factors for effective delegation.
- Misconceptions in prioritizing.
- The equation of effective time management and mechanisms of application.
- Design priorities for service time management and work pressures



أكاديمية الزمالة
العربية البريطانية



أكاديمية الزمالة العربية البريطانية
Arab British Academy Fellowship
A.B.A.F

