

Certificate of the Two weeks Core Management Training accomplishment by

The two-week course content is established on the **Top Management Qualification model**, which was recently designed according to the works of the main authorities in management as *Chris Kyriacou, Stephen R. Covey*, etc. The **TMQ model** defines 137 **competencies** and it is providing the latest universal framework being used amongst education agencies within European Union.

The **competencies** were derived from the day-to-day experience of the top managers and they are hierarchically structured in the **four domains**:

- Personal
- Manager
- Leader
- Trainer

Each domain consists of the set of the key competencies covering the required skills, which composed from a detail described competencies.

Personal: The physical and mental readiness and the honest personal profile are the essential competencies to any management role. The appropriate personal characteristics and communication manners, especially under the stress working conditions, are the basic pre-requisites for the obtaining of other capabilities.

What to know? TMQ model is the answer!



Manager: The wide set of competencies allowing to effectively organize, plan, control and driving own activities and activities of other team members, to use the practical strate-

gies and techniques to manage your priorities more successfully.

Leader: Providing the direction to translate the organization's vision into reality by example and share power to develop followers and stay the course in troubled times are the keys capabilities of leadership as well as building teams and making the organization successful.

Trainer: Understanding the needs of a team colleague or inferior, recognizing the answers that predict performance problems, evaluation of the verbal and nonverbal responses, elicit spontaneous and truthful effective responses are the competencies highly required for being a good trainer. In addition, if you can obtain a complete picture of a team member, strengths and weaknesses, and help him to improve himself, than you are a good Coacher.



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Overview of the TMQ Model— The four domains and the key competencies

Domain	Personal	Manager	Leader	Trainer
Key competencies:	Personal character (6)	Project organization (8)	Skills for gathering and usage of authority (12)	Didactical skills (20)
	Motivation (1)	Project preparation (4)	Condition for effective communication (9)	Teaching methods (10)
	Responsibility – position (7)	Knowledge for responsibility (6)	Skills for team creation and control (11)	Instructor skills for adults and colleagues (5)
	Feedback and Self reflex (5)	Project planning (6)		Orientation in education principles (6)
	Relation creation (3)	Communication skills (6)		Importance of shared values and visions (4)
	Position and skills for communication and cooperation (5)			Feedback skills (3)

Note: Numbers in bracelets defines the number of competencies in each key competence.

About GEMINI Education Center:

- More than 10 years of the experiences in education area
- Team of 30 professionals, which are working in the different companies and state agencies
- Adapting the latest management methods and processes
- One of three experiment centers are using TMQ model in the Czech Republic
- Optimal training background within the middle of the forest countryside
- Hundreds of graduated of participants
- <http://www.gewiki.cz>



Top Management Qualification model

The key Personal's competencies covered by the training

- Recognize and avoid seven self-defeating, non-assertive roles
- Manage others without being aggressive or manipulative
- Respond to other people's needs without giving up your own
- Say "no" to unfair demands
- Resolve conflicts and deal with aggressiveness in others
- Enhance your self-image and your on-the-job authority
- Develop a persuasive speaking style that builds on your own vocal qualities,

- gestures and personal mannerisms
- Enhance your ability to respond better to the needs, attitudes and values of your listeners
- Generate new and innovative ideas with clockwork regularity
- Developing and leveraging from your own creative strengths
- Turn existing problems into opportunities for growth
- Discover new techniques for securing enthusiasm for new initiatives
- Enhance morale, group performance and collaboration

Do you know all you need about yourself?

- How to influence and manage beyond your own authority
- Manage your behavior and the impact on the team
- Better manage your interactions and relationships with colleagues across the organization



The key Manager's competencies improved within the training

- Set up a task or project so outcomes meet expectations and objectives
- Collaborate with others to make sure deadlines are necessary and reasonable
- Develop detailed action plans and schedules for complicated tasks
- Use practical strategies and techniques to manage your priorities more successfully
- Overcome common obstacles that interfere with your priority management
- Distinguish between what must be done, what should be done, and what

- would be nice to do
- Reevaluate your workload when taking on new projects with new deadlines
- Take risks and focus on continuous improvement.
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 - Create clear team member roles and responsibilities
 - Prioritize and



Do manager really need a cell phone?

- choose your activities to provide balance
- Understand the importance of honoring your own time
- Learn ways to improve your concentration
- Identify ways to deal with distractions and interruptions
- Identify key strengths and weaknesses in your work group
- Use communication to influence others and strengthen your organizational alliances

The key Leader's competencies built during the training

- Close the gaps between current and desired team member performance
- Increase job satisfaction and work output by individual coaching style
- Resolve problems that interfere with job performance
- Effectively provide high level of feedback on colleague's behaviors
- Create a coaching partnership between you and your employee
- Provide guidance as a coach to help your ward grow
- Develop and apply the skills of coach-

- ing through case study, role-play and discussion
- Apply the Personal Style Indicator (PSI) and integrate critical environmental factors to ensure coaching success
- Provide the direction to translate the organization's vision into reality
- Lead by example and share power to develop followers,
- Build teams and make the organization successful.
- Build a strong business case for shared leadership teams

- Strategic thinking: moving from a limited context to a broader view
- Explore a range of options for influencing others
- Inspire and direct your team to greater readiness and competitiveness



Do leaders from born or do they growth?

The key Trainer's competencies acquired within the training

- Develop a persuasive speaking style that builds on your own vocal qualities, gestures and personal mannerisms
- Enhance your ability to respond better to the needs, attitudes and values of your listeners
- Coach, mentor and reward student to foster new leaders and build a forward-moving workforce
- Evaluate what your audience already knows, needs to know, and wants to know
- Organize information so points are followed and understood as they are

- presented
- Develop and use your listening skills to solve problems, diffuse conflict, teach staff, and be a more productive manager or team leader
- Understand your audience before communicating your ideas in any format
- Communicate a position clearly



Is better formal or non formal coaching?

- and precisely
- Plan a realistic course of action based on sound preparation and an objective appraisal of resources
- Keep the negotiation process open to reasonableness and flexibility at all times
- Identify personal barriers to effective communication and develop strategies to overcome them
- Give and receive workplace criticism constructively
- Listen to others actively, critically, and responsively