



INTERNATIONAL
CONSULTANTS TO BUSINESS



“... providing unique training courses designed BY Managers for Managers.”

Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Organisational Product Support

1.0 Introduction

2.0 Types of organisation

- 2.1 Functional
- 2.2 Divisional
- 2.3 Matrix
- 2.4 Tall or flat structures

3.0 Characteristics of organisation structures

- 3.1 Formal
- 3.2 Centralised
- 3.3 Delegating

4.0 Factors influencing type of structure

- 4.1 Strategy
- 4.2 Size
- 4.3 Technology
- 4.4 Environment

5.0 Organisation Physiology

6.0 Symptoms of deficient organisations

7.0 Restructuring

- 7.1 Rightsizing
- 7.2 Customer orientation

8.0 Human behaviour analysis

- 8.1 Demographic characteristics
- 8.2 Psychological characteristics
- 8.3 Personality characteristics
- 8.4 Locus of control
- 8.5 Authoritarianism
- 8.6 Machiavellianism
- 8.7 Values
- 8.8 Attitudes

9.0 Interpersonal behaviour

10.0 Organisational conflict

11.0 Organisation focus

- 1.1 People vs. business orientation

12.0 Stress analysis

13.0 Summary

Purpose:

To understand the factors influencing behaviour in an operations environment and how a customer focused business may be developed.organisation.

Aims:

To develop an understanding of organisational cultures and how staff react in different situations, along with the skills required for managing a range of staff issues.

Objectives:

As an outcome of completing this topic you will be able to:

- a. To identify the issues relating to organisational structures and behaviour.
- b. To understand the influence of an organisations culture on behaviour and to determine its impact on business.
- c. Describe the factors influencing staff behaviour in a service environment.
- d. Identify the requirements for achieving a customer focused organisation.
- e. How to recognise and understand the health of the service operation.

Introduction

Human behaviour has a major influence on management styles and the corresponding outcomes of management decisions. Management therefore must appreciate the factors which contribute to staff behaviour patterns and be able to develop strategies and plans that complement a particular environment.

Where negative attitudes, morale problems, frustration, or apathy are dominant in the work place, management must have the skill sets that enable the root causes to be addressed.

Effective managers will show leadership through understanding people and demonstrating a willingness to listen.

Human behaviour in the work place is impacted by many factors that may be both internal and external. In this module we will examine these and relate them to real situations.

**Including Online Tutoring, Mentoring and Assessment.
Course report available to the employer, on request.**

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."