# AMA2132 Taking on Greater Responsibility: Step-up Skills for Non Managers Training

Duration: **2 Day**

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Taking on additional responsibilities requires more than simply handling extra work. It involves thinking strategically, communicating effectively, adapting to change, and contributing at a higher level within the organization.

This program is designed for professionals who want to expand their impact, participate in new initiatives, and prepare for future career growth. Participants will build a practical framework for strategic thinking, decision making, problem solving, and professional development while learning how to create greater value in their current and future roles.

### Benefits of Attending

By attending this course, participants will:

- Gain confidence when assigned projects beyond their regular duties
- Learn practical career development techniques that support long-term growth
- Understand the competencies required in today's evolving workplace
- Improve effectiveness in lean organizations and resource-constrained environments
- Create a personalized action plan to enhance performance and professional advancement

## Who Should Attend

Professionals seeking career growth opportunities, expanded responsibilities, and improved workplace performance.

## What You Will Learn

Participants will learn how to:

- Apply core professional competencies such as analytical thinking, problem solving, and feedback seeking
- Use the five essential skill areas required for increased responsibility
- Evaluate current performance levels and identify development priorities
- Build action plans that support career progression and organizational contribution
- Adapt to workplace expectations and changing business demands
- Use communication techniques that inspire confidence and gain support
- Develop productive coaching and mentoring relationships with managers
- Strengthen decision-making and problem-solving capabilities for greater organizational impact

## Training Outline

### Module 1: Preparing for Greater Responsibility

- Core competencies for performance excellence
- Coaching and feedback-seeking practices

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- Analytical thinking techniques
- Problem-solving foundations

### Module 2: Evaluating the Five Essential Skill Areas

- Understanding the five critical skill areas
- Identifying strengths and development needs
- Establishing a professional development framework
- Creating a future-focused growth plan

### Module 3: Success Factor 1 – Business Awareness and Acumen

- Understanding organizational mission, vision, and strategy
- Contributing to strategic business outcomes
- Internal and external influences on business performance
- Leveraging business trends to create added value

### Module 4: Success Factor 2 – Managing Change Effectively

- Adapting to evolving business conditions
- Building resilience in uncertain environments
- Understanding resistance to change
- Applying practical risk assessment methods
- Using creativity to support change initiatives
- Guiding others through change processes

### Module 5: Success Factor 3 – Strategic Communication

- Recognizing communication styles
- Adapting communication to different audiences
- Persuasion and influence techniques
- Applying communication skills in workplace situations

### Module 6: Success Factor 4 – Balancing New Assignments and Existing Responsibilities

- Personal accountability for time management
- Prioritization and goal setting
- Planning and organizational effectiveness
- Utilizing productivity tools and systems
- Negotiating resources, commitments, and deadlines

### Module 7: Success Factor 5 – Leading and Collaborating in Teams

- Roles and contributions within teams
- Building an inclusive and productive team environment
- Motivating colleagues through communication and recognition
- Knowing when and how to step into leadership roles
- Team-based decision making and problem solving

### Module 8: Building Your Greater Responsibility Action Plan

- Creating strategic development goals

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- Developing a performance improvement roadmap
- Presenting plans within coaching partnerships
- Addressing barriers and challenges
- Establishing a long-term professional growth strategy