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