

Abstrakt:

The present work focuses on training courses and education of lower level management. The theoretical part focuses on the definition of lower level management and its specific position in the organizational structure and competencies that are important. Another part of the theoretical work is devoted to education and the creation of educational activities including evaluation methods. There are presented two management courses in the empirical part for the lowest managerial positions at McDonald's Czech Republic and Slovakia. There are suggested possible improvements and changes in the conception rate on the basis of the theoretical work. Part of the empirical part is also evaluation of feedback provided by course participants but systematically not processed.

Keywords:

Line managers, education, competence, evaluation of educational activities