

Fast Track to Successful People Management and Team Leadership

3 Days SMO1

OVERVIEW

An intensive three day course focusing on all the key tools and techniques required of new managers in today's fast moving business environment. Using real life examples and insights from an experienced facilitator, participants will leave with a practical toolkit of best practice management techniques.

A rigorous and demanding course central to their development as a manager and leader of people.

This rapid development course ensures that your participants are fully equipped with the essential management and leadership skills and confidence to achieve success. They will learn how to plan and set goals, manage and motivate for improved performance, anticipate problems and provide clear leadership.

DESIGNED FOR

Suitable for new supervisors, team leaders and managers who have no prior training. This demanding programme will enable participants to hit the ground running in their new role.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Define their role as both a manager and a leader.
- Establish clear objectives and standards of performance for their team.
- Motivate, manage and lead their team to meet objectives and deliver results.
- Plan and prioritise their workload using effective delegation, goal planning and key skills for managing information.
- Deal effectively with difficult behaviour by providing constructive feedback.
- Use their communication skills with more impact to manage better meetings and to influence and persuade their team.

TOPICS COVERED

Stepping up to your New Role

- What is required of you? Role and responsibilities
- The role and characteristics of successful leaders
- Making the transition to a manager of others
- Meeting the demands of your manager and team

Managing Change

- Understanding the nature of change
- A model for implementing change
- Appreciate people's reactions to change and manage them effectively

Successful Interpersonal Communication

- Overcoming the barriers to effective communication
- Building relationships through positive communication
- Communicating more assertively in meetings
- Influencing and persuading colleagues

Personal Effectiveness, Time Management and Delegation

- Techniques for self management
- Identifying key result areas
- Deal with information overload
- The process of delegation and its benefits
- Learn a model for effective delegation
- Identify and overcome the barriers to effective delegation

Team Building , People Management and Motivation

- Distinguish team roles and responsibilities
- Create the ability to recognise and manage the different roles
- Maximise and maintain input and motivation - building the desire for results
- Theories of motivation and their impact in the workplace
- Practical ideas on how to motivate your team
- Recognise the signs of de-motivation - tools and techniques to turn this around

Enhancing Team Performance through Coaching and Development

- Identify the team's coaching and training needs
- Coaching skills for managers
- Provide recognition and feedback
- Respond to poor performers

Problem Solving and Dealing with Conflict

- A six step technique for problem solving and decision making
- Deal with difficult people and situations - working towards positive conclusions
- Handle conflict within the team and promoting cooperative behaviour
- Recognise and adapt your preferred style for resolving conflict

Your Future Development

- Your facilitator will coach and assist you to develop a personal application plan to implement on your return to work.

EXTRA NOTES

*Further Development:
An Introduction to Strategy (ISM1)*

An equivalent course is available in Arabic. Please call us for details.