

€ TRAINING

Mastering People Management & Team
Leadership





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Introduction:

The move to team leader or line manager is a significant change for a supervisor or technical specialist. Balancing wider organizational and customer demands with the needs of the team call for a wide range of skills, and the ability and confidence to know when to stand back from operational pressures and understand the bigger picture.

Conference Objectives:

At the end of this conference the participants will be able to:

- Understand their role as manager and leader
- Establish clear objectives and standards of performance for the team
- Manage their workload using effective prioritization and delegation techniques
- Maximize their influencing skills
- Build an effective team
- Develop and leverage the capabilities of team members

Targeted Audience:

- Mid-level managers
- Supervisors
- Team leaders
- Employees who are potential to be promoted to a managerial or supervisory role

Conference Outlines:

Unit 1: Understanding Your Role:

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organization requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

Unit 2: Personal Effectiveness, Time Management, and Delegation:

- Understanding yourself and your organizational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation

Unit 3: Communication, Influence & Conflict Management:

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

Unit 4: Team Building, People Management, and Motivation:

- How high-performing teams work?
- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision
- Different approaches to leadership

Unit 5: Enhancing Team Performance through Coaching and Development:

- How do people learn?
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps