MANAGERIAL SKILLS TRAINING

INTRODUCTION

This program will train participants how to manage people and give participant the crucial foundational skills to shift from being an individual contributor to a well-respected manager who can achieve team success and drive bottom-line performance.

Using guided role play, exercises and practice sessions, participants will discover how to adjust your management style and tackle new challenges. In-depth management skills practice using the Situational Leadership model combined with interactive activities take participant through the paces of motivation, delegation, coaching, communication, performance management and leadership. Participant will be able to improve on key weakness areas, play to your strengths and get the best results from every member of your team.

COURSE OBJECTIVES

Participants will benefit as following:

- Gain a deeper understanding of your roles and responsibilities
- Improve communication to effectively set expectations for yourself and your direct reports
- Adapt participant leadership style to meet the needs of individual team members
- Communicate organizational goals that get results
- Apply delegation strategies to increase productivity and motivation
- Use effective coaching techniques to maximize your team's performance

COURSE OUTLINE:

Their Role as Manager

- Identify qualities and abilities required for effective management
- Understand your role and responsibilities as manager
- Learn to transition from individual contributor to manager
- Know how to work effectively with a multigenerational workforce
- Understand the nuances when managing remote teams and across the matrix

Performance Management

- Identify the challenges to effective performance management
- Understand and conduct performance planning, facilitation and evaluation
- Practice the skill of setting goals, providing effective feedback and conducting alignment discussions

Effective Communication

- Recognize what effective communication really is
- Understand the communication process
- Know the barriers that can cause derailment and misunderstanding
- Identify the relative importance of face-to-face communication
- Get a firm grasp of the five building blocks of managerial communication

- Learn to match the right communication method with your communication goal
- Identify the challenges and practices when communicating virtually

Understanding and Appreciating Situational Leadership: The Art of Influencing Others

- How to develop people, value differences and encourage honest communication
- Develop your leadership style to gain commitment from employees
- Match your leadership style to the participant developmental needs and task at hand

Coaching for Performance

- How does coaching develop, enhance and achieve goals
- Know the requirements and importance of coaching
- Practice coaching and correcting difficult and challenging behaviors
- Identify the differences between coaching and discipline

Creating a Motivational Climate

- Define motivation and your role in creating a motivational setting
- The cost of demotivation and disengagement
- Recognize important elements of the motivational process
- Create your own practice for building a motivational climate

Delegation for Growth and Development

- Understand the different types of delegation
- Know the benefits and challenges of delegation
- Recognize your comfort with delegation
- How to conduct an effective delegation conversation
- Practice your delegation skills

Who Should Attend

Executives/Engineers/New Managers with little experience who are seeking management training.

Real-world examples. Techniques and tools learned throughout this program are based on actual day-to-day interactions between managers and subordinates/direct reports.

Situational leadership model for developing people and a way for leaders to help their employees become self-reliant achievers. To be truly effective, leaders' styles must adapt to the skills and commitment of the people they want to influence. With some people, managers have to provide a great deal of direction. With others, encouragement and appreciation trigger the best results. Still others deliver their best when allowed to take the ball and run with it. Situational Leadership helps managers become more flexible and responsive to their employees' needs.