Training Charter

Training Objective : This training is designed in a manner that managers or leaders of the organization can be in position to understand and develop traits that help them lead 'High Performance Teams'.

Duration : 1 Days (8 Hours)
Target Audience : First Time Managers / Team Leaders/ An employee who is leading a team across all departments.

Training Methodology
Brainstorming with Thought provoking videos
Interactive Activities
Group Discussions
Mind Mapping
Team Building Exercises - Participants would engage in activities to experience practical ways to engage with team mates.

Additional Knowledge Boost
1. **Servant Leadership & Emotional Intelligence**
2. **Time Management in a TEAM (Priority & Comfort)**

Session -1 (10:00 -12:30)
Module -1 Leadership & Management

- **What is your role as a manager/leader?**
- **What are your responsibilities?**
- **Discussing the difference between leadership and management, and the need for each of them**
- **Range of leadership styles - their use and potential impacts on individuals and outputs**
- **What's your leadership style?**
- **Identification, development and appropriate use of personal leadership styles**

Module -2 Managing Performance

- **The performance review process and how it works**
- **Understanding and setting SMART objectives**
- **Managing sickness, absence and lateness**
- **The main causes and reasons for absence**
- **Effective solutions for tackling sickness, absence and lateness**
- **The back to work communication**
- **Dealing with high achievers and under-performers**

- **Building High Performance**

Lunch Break - One hour- 12:30 PM

Session -2 (1:30 -3:30)
Module -3 Holding Challenging Conversations
- **Understanding what challenging conversations you might face**
- **Creating the right environment – choosing the right method and setting to hold this conversation**
- **Positioning difficult conversations – planning and preparation**
- **Delivering difficult conversations and messages – structure**
- **Changing behavior by choosing a different perspective**

 Module -4 Managing Change Successfully
 (Treasure Hunt Round)
- **Critical success factors – delegates identify best practices, plus tips and techniques to ensure successful change implementation**
- **Having and developing a positive attitude to the benefits of change**
- **The change SUCCESS model and Kotter's 8 steps to change**
- **The psychology of change – why do we fear it? The human mechanics behind the change process**

Fun Team Building Activity - Knowledge Boost - 30 Minutes

Break : 15 Minutes (4:00-4:15)

Session -3 (4:15-5:00)
- **Mind Mapping & Presentations**
- **Case Studies**