The Comprehensive Experience of Being a Manager

Target Audience: Managers and Team Leaders
Duration : 2 Days

Training Methodology:
- Interactive Discussions
- Group Activities
- Case Studies
- Role-Plays
- Self-Assessments

Training Goals:
- Equip managers with skills to motivate and lead their teams effectively.
- Enhance understanding of personal values, styles, and emotional intelligence.
- Develop practical strategies for conflict resolution, delegation, and ethical leadership.

Module 1: The Experience of Being a Manager
- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

Module 2: Values
- Values and their impact on work life
- How values can have productive and non-productive results
- Identify value conflicts in yourself and in others

Module 3: Personal Styles
- Determine your own personal style profile
- Gain insight into the strengths and limitations of your profile
- Use behavioral clues to determine others' personal styles
- How to work more effectively with other personal profiles

Module 4: Motivation
- Employee motivation factors and their impact on behaviors and work settings
- How to tailor your motivational efforts to individual employees and different situations
- Listening, Body Language, Giving Feedback, and Dealing with Difficult People
  - Use active listening to gain information and understand employees' perspectives
  - Effectively apply positive and corrective feedback
  - Use appropriate values alignment when dealing with difficult employees

Module 5: Conflict
- The dimensions of conflict resolution
- Identify your own preferred conflict-resolution styles for better conflict management
- Use different conflict resolution styles in different situations

Module 6: Delegation
- Different delegation styles: How and when to use them
- Determine the appropriate delegation style for employees and situations

Module 7: Understanding Organizational Culture and Subculture
- The impact of organizational culture and subculture and "cultural blinders"
- Explore the assumptions that impact your team's thinking and actions
- Identify and build on the strengths of your team's culture

Module 8: Emotional Intelligence
- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy

Module 9: Ethical Leadership
- Identify your group's values
- Your vision for ethical leadership

Module 10: Action Planning
- Develop a specific plan for applying what you've learned back on the job
- Identify people who can support your action plans