

KOENIG SOLUTIONS • COURSE OUTLINE

# Manager Skills: Conflict, Delegation & EI

Learn to lead teams through values, personal styles, motivation, conflict, delegation and emotional intelligence.

**2 Days**

DURATION

**10**

MODULES

**29**

TOPICS

## COURSE OVERVIEW

This course examines the experience of being a manager, starting with motivation and the values and personal styles that shape how people work. It then covers motivating individuals, listening and giving feedback, resolving conflict, and choosing delegation styles for different employees and situations. Later modules address organisational culture and subculture, emotional intelligence, and ethical leadership, closing with action planning to apply these skills on the job.

## WHO THIS COURSE IS FOR

**Managers and Team Leaders**

## LEARNING OBJECTIVES

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

## TRAINING APPROACH

Interactive Discussions, Group Activities, Case Studies, Role-Plays, Self-Assessments.

# 10 Modules, 29 Topics

01

## The Experience of Being a Manager

### TOPICS

- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

02

## Values

### TOPICS

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

03

## Personal Styles

### TOPICS

- 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

04

## Motivation

### TOPICS

- 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

05

## Conflict

### TOPICS

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

06

## Delegation

### TOPICS

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

07

## Understanding Organizational Culture and Subculture

### TOPICS

- 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

08

## Emotional Intelligence

### TOPICS

- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy

09

## Ethical Leadership

### TOPICS

Identify your group’s values · Your vision for ethical leadership

10

## Action Planning

### TOPICS

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

### WHAT IS INCLUDED

## Everything You Need to Succeed

- Koenig course material for every module
- Hands-on exercises throughout the course
- Delivery by certified instructors and subject matter experts
- Course completion certificate from Koenig

### ABOUT KOENIG

## Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

### FLEXIBLE DELIVERY

## Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

## Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit [koenig-solutions.com](https://koenig-solutions.com)

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