

Duration

2 days

Suitable For

Anyone with responsibility for leading and managing people. The workshop aims to highlight the key areas of managing others and give delegates the skills and confidence to manage and build employee effectiveness. This workshop provides a sound basis for all people managers.

Objectives

By the end of the course delegates will be able to:

- Understand the role of the manager.
- Understand the impact of their preferred management style.
- Understand their own motivational values system (MVS) and how to interpret the MVS of others.
- Understand and describe key motivators and de-motivators.
- Effectively manage performance and give feedback.
- Adopt appropriate management styles to enhance employee and team effectiveness.

SDI – Emotional Intelligence

This course includes a half day session on Elias Porter's SDI Emotional Intelligence model, which via a psychometric questionnaire, will give the delegate an awareness of their own motivational values, how to interpret the motivational values of others and use that awareness to influence and motivate their staff as individuals.



Course content

The role of the manager

- Leadership & management
- Action Centred Leadership
- Influencing styles

Motivation

- Motivational theory
- Motivators & de-motivators
- SDI motivational values (MVS)

Performance Management

- Performance Management Cycle
- Setting objectives & expectation
- Measuring qualitatively & quantitatively
- Managing poor performance & attitude
- Giving feedback
- Transactional Analysis

Developing members of the team

- Situational leadership
- Coaching
- Communication

Planning how and when to apply new tools/skills

- Four stages of learning
- Action planning

Course Evaluation and Next Steps