

Effectively Manage People & Teams

The Essential Practical Skills Course for Line Managers. Discover how you can effectively integrate excellent planning & organisational skills with the “people” skills of communicating expectations, motivating, delegating, coaching & leading your team to reaching organisational objectives.

Key learning objectives

- Identify a manager’s unique responsibilities and qualities
- Appreciate the changes in your style needed to inspire and influence others
- Learn to set tangible, accountable and manageable expectations/goals with your manager and team
- Appreciate the importance of EQ vs IQ in becoming an effective people manager
- Recognize and adopt motivational and influential communication styles
- Discover how to manage time, priorities and difficult conversations
- Acquire the necessary skills to manage staff performance, coach and develop
- Develop skills in delegating, prioritization, problem solving and able decision making

The program includes 3 modules, delivered in 6 days. Advisable to have 1 to 2 weeks in-between the modules, since the managers need to absorb the new information, test it within their teams and reflect.

Module 1: Team management, development and delegation

A. Building and managing a team

- Identify the attributes of a competent manager
- Define the expectations of your role from your peers, subordinates and seniors
- Opportunities and limitations – where does my role stop and my manager’s start?
- What needs to change
- Understand the team concept
- Learn techniques for building a better team.
- Understand your style and role as a team leader.
- Understand team members and team dynamics
- Effective delegation
- Learning to address ‘change fatigue’
- Managing vs Doing – art of delegation – getting things done through others
- Typical challenges and anxieties during early stages of transition
- Your learning curve
- Building and managing new relationships

Practical activity:

Develop your personal delegation plan

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B. Building a supportive, productive team

- Attributes and components of a successful team
- Matching organisational needs with skill sets
- Understanding behavioural characteristics of different personalities
- Team dynamics

Practical activity:

Analysis of team models; assess your current team strengths and weaknesses; group review of case scenarios

C. Retaining and developing people

- Foster accountability and empower your team
- Mentoring or coaching – what do your team members need?
- Understanding different adult learning styles
- One size doesn't fit all – formulate learning and development pathways
- Managing diversity within the team

Practical activity:

- Conduct self-analysis based on learning
- Devise a personal action plan to start making real and implementable changes to make a difference

Duration:

2 days