

FROM DOERS TO LEADERS

// MANAGEMENT

Duration A 40 hours course

Target audience Middle Managers and Supervisors

Number of delegates Minimum 10 delegates and maximum 20 delegates

COURSE BACKGROUND

Your middle management team needs training. Many times middle management have risen through the ranks and have personally achieved a great deal to get where they are. But to lead an enterprise to success and increased profitability often requires from them skills that they don't normally possess. If middle management is not given training, they will always do what they know has worked in the past. The problem is your business and your customers seek better solutions to today's fast changing situations.

COURSE OBJECTIVES AND CONTENT

Role & Responsibilities of a Leader

- 4 main functions: operation, administration, leader & thinker
- Difficulties & challenges
- The team leader as a role model
- Leadership vs management
- What is your leadership style ?
- Leadership, adaptability & agility

Effective communication for the modern leader

- What makes a successful communication
- Barriers to effective communication
- Understanding emotional intelligence
- Make your body say what you mean
- Giving &receiving feedback
- Active listening
- Communicate to win

Building self-confidence and empowering people

- Projecting yourself in a positive and pro-active way
- How to be more assertive
- Delegate to empower people and motivate top achievers
- Delegate to increase productivity
- How well do you delegate?
- What & when to delegate
- Giving instructions in a diplomatic and engaging manner

Mentoring and Coaching the team

- Role & importance of mentor & coach in the

business world

- What makes a good mentor & a good protégé
- Working with Generation Y
- Discovering your personality style
- How and when to coach
- Handling conflicts in practice

Increasing self and team efficiency & productivity through time management

- How well do you manage your time
- Dealing with procrastination
- Dealing with time wasters
- Prioritization
- Sharpening the saw for increased effectiveness

Managing employee performance:

- What motivates people at work?
- Importance of managing employees' performance
- Key skills to help the team to grow & develop
- Conduct an appraisal effectively
- Dealing with performance problems
- Monitor and motivate the team for increased performance

Building a Winning Team & Action planning

- What makes a team work
- Building trust and cooperation
- Keys to being a good team leader
- Personal action planning for improved self and team performance and effectiveness.