

Course Overview:

Broaden your managerial effectiveness to ensure your success in today's hyper-speed, technology-driven and diverse workplace.

Impact, engagement and results depend on a situationally balanced combination of technical, function-related, operational and interpersonal proficiencies. Interpersonal skills are pivotal to building credibility, trust, accountability and commitment in your team. This interactive, hands-on, action planning and skill-building experience will equip you with an expanded perspective and a set of competencies to distinguish you from others who subscribe to a more traditional managerial mindset.

Course Objective:

- Expand your managerial mindset
- Examine the impact of your values and approaches to management
- Establish, communicate and gain commitment for performance expectations
- Enlist others through trust and empathy
- Energize others through providing feedback, building teams and handling conflict
- Enable others through motivation and valuing differences
- Empower others through delegating tasks and conducting meetings

Course Outline:

- Linking management challenges to interpersonal skills
- Increasing your self-awareness and clarifying values
- Adapting style preferences to the situation
- Checking for understanding
- Delivering clear messages and instructions
- Directing and communicating performance expectations
- Using active listening to enhance your effectiveness
- Giving effective corrective feedback and engaging difficult people
- Motivating others to get great results
- Achieving productive and satisfying work relationships with peers, your manager, and others
- Practicing using feedback as an important communication tool
- Utilizing and leveraging the talents and experience of a multigenerational team
- Practicing strategies to promote inclusiveness
- Applying key interpersonal skills to facilitate delegation and meetings
- Drafting a management credo
- Planning for continued interpersonal skill development
- Providing the right support for teams

Who Should Attend:

Managers, team and project leaders, and supervisors who want to take their personal, team and unit performance to the next level through the dynamic use of interpersonal and engagement proficiency.

Training Language:

EN

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation