

**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