



MANAGERIAL EFFECTIVENESS

Training Topics:

The Mindset of a Leader:

- Transitioning from team member to team manager
- Dealing with former peers
- The characteristics of an effective leader
- The responsibilities of a manager
- 'Thinking like a manager'

Managing Up and Managing Down:

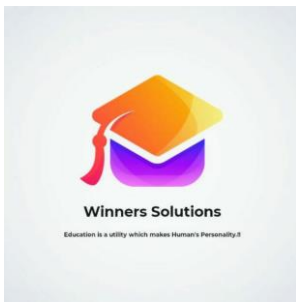
- Managing team members
- Managing managers

Coaching and Development:

- The importance of coaching and feedback
- Phases of Coaching
 - Preparation
 - Engagement
 - Constructive Feedback
 - Dealing with Obstacles
 - Action plans for improvement
 - Follow Up
- Motivation & Coaching
- Performance dialogues

Prioritizing Work:

- Managing time
- Prioritizing the To-do list
- The art of delegation



MANAGERIAL EFFECTIVENESS

Building and Managing High Performance Teams:

- Understanding team dynamics
- Bruce Tuckman's model of team development
 - Forming
 - Storming
 - Norming
 - Performing
 - Adjourning
- The role of the leader in each stage

Learning from Real Life Examples:

- Sport personalities
- Business & political leaders
- Situational leadership case studies

Training Hours:

The duration of the training program will be 16 hours.

Training Methodology:

Our training is carried out in a risk free environment which encourages trainees to practice the skills that are taught. We use a number of training methods including simulations with feedback and group exercises to enhance the learning process.

- Instructor Led Training
- Role Plays
- Games and Group Activities
- Case Studies
- Movie Clips