



## Introduction to Managing People

**Duration: Six-day Workshop** (*The training schedule can be customized to meet your business demands.*)

In today's workplace, many new supervisors and managers are unsure of their roles and responsibilities. Supervisors and managers are often promoted through the ranks because they have strong technical skills and they have a proven track record for getting results. They have little experience dealing with the challenges of managing work through others. Unless they have received leadership training, their people skills or soft skills may be sorely lacking. Learning these skills can have a tremendous impact on an organization's productivity.

### Objectives:

- Develop a deeper understanding of approaches to supervising.
- Learn how to manage their personal effectiveness.
- Discover different models/methods for supervision.

### Workshop Topics:

- Managing differences, understanding yourself and others.
- Learn about personal strengths, know personal preferences, and discover areas for development.
- Understand other team members, personal behaviour styles.
- Manage the generational mix effectively.
- Understand the causes of unsatisfactory performance.
- How supervisory styles may actually foster poor performance.
- What supervisors need to know about motivation.
- Practical guidelines for motivating a diverse workforce.
- Discuss the traditional theories of management.
- Overcoming paradigm paralysis: the trends changing supervisor's roles.
- Assess your personal leadership style: Situational Leadership Self and Scoring instrument.
- Understand and apply the four-step coaching process.
- Delegation, the power of letting go.
- Setting effective and efficient priority management models for employees.
- The business of communicating with others and setting a positive work climate.
- Develop assertive communication skills.
- Techniques for providing and receiving both positive and constructive feedback.
- Time, stress and change management.
- Building and leading effective teams.
- Conducting effective meetings.
- Creative problem solving.
- Decision-making.