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# PEOPLE MANAGEMENT SKILLS FOR TECHNICAL PROFESSIONALS



## WHAT YOU WILL LEARN:

- Gain a clear understanding of the goals and tools of effective management
- Learn the characteristics of the four behavioral styles so you can understand the needs of your employees and know how to work with and bring out the best in each one
- Learn how to practice effective communication skills when training, managing and coaching employees
- Develop strategies for motivating employees to be more engaged and productive
- Learn proven delegation strategies that will open up more blocks of time for you, improve the efficiency of your team and enhance the skills of the entire work group
- Receive and practice skills in planning and goal setting to enhance employee performance
- Learn a proven set of skills to address conflict in the workplace and implement effective solutions
- Understand how the principles of emotional intelligence work within a team environment
- Manage poor performance
- Improve personal productivity and manage time effectively

## WHO SHOULD ATTEND:

Anyone who wants to hone their leadership and management skills



*Technology Training that Works*

## The Workshop

As a skilled professional in today's ever-changing business world, you face many challenges. You must continually evolve your skills to face the demands of your profession.

This is dynamic and practical programme aimed at energising managers into radically improving their skills and the performance of their teams. This workshop uses highly interactive exercises, and case studies in a way that challenges professional managers to explore new strategies and develop new skills to solve typical management problems.

## Practical Sessions

This is a practical, hands on workshop enabling you to work through practical exercises which reinforce the concepts discussed.

***To gain full value from this workshop, please bring your laptop/notebook computer.***



## On-Site Training

- ✓ SAVE over 50% by having an IDC workshop presented at your premises.
- ✓ Customise the training to YOUR workplace.
- ✓ Have the training delivered when and where you need it.

Contact us for a  
FREE proposal.

## The Program

### REGISTRATION

### STRATEGIC GOALS AND OBJECTIVES

- Group goal objectives
- Managing group goals
- Goal setting guidelines
- Monitoring and improving objectives
- Performance measurement

### THE FOUR BEHAVIOURAL STYLES

- Dimensions of behaviour
- Style profiles
- Enhancing team relationships

### EFFECTIVE COMMUNICATION

- The communication process
- Barriers to communication
- Non-verbal communication
- Assertiveness
- Keys to active listening
- Planning for constructive feedback
- Effective feedback
- A short case example of effective communication

### TEAM MOTIVATION

- Motivation and your team
- Motivating factors
- How to improve motivation
- Manager's role in motivating

### DELEGATION AND EMPOWERMENT

- Delegation excuses
- How to delegate effectively
- Lessons in empowerment
- Effective control

### TAMING CONFLICT

- Understanding conflict
- Developing trust
- Recognising behaviour patterns
- Effective probing
- Conflict modes
- Psyche management
- Fighting perceptions to win

### EMOTIONAL INTELLIGENCE

- What is EQ and why does it matter?
- The emotional competencies model
- The domains of EQ
- The value of EQ
- Learning how to apply EQ in the workplace
- EQ and leadership

### PERFORMANCE MANAGEMENT

- Principles of poor performance
- Guidelines for managers
- Recommendations of application
- Employment essentials

### PROACTIVE TIME PLANNING

- Establishing priorities
- Decision making
- Avoiding time wasters
- Eliminating procrastination
- Time planning

### SUMMARY, OPEN FORUM AND CLOSING

