



Mastering People Management & Team Leadership



21 October - 1 November



Milan (Italy)

# Mastering People Management & Team Leadership

course code: M1099 From: 21 October - 1 November 2024 Venue: Milan (Italy) - course Fees: 4500 Euro

## Introduction

The move to team leader or line manager is a significant change for a supervisor or technical specialist. Balancing wider organisational and customer demands with the needs of the team calls for a wide range of skills, and the ability and confidence to know when to stand back from operational pressures and understand the bigger picture.

Highlights include:

- Learning to stand back from everyday pressures
- Managing your time
- Influencing techniques
- Delegation and its power
- Team development
- Motivational skills

## Objectives

**By the end of this seminar you will be able to:**

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritisation and delegation techniques
- Maximising your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

## Training Methodology

The seminar uses a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays and syndicate discussions. Formal inputs are used to introduce underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with novel - and sometimes challenging - techniques. A psychometric instrument will be used to generate a personality profile, which will contribute to your understanding of your preferences and personal style.

## Organisational Impact

Managers who have shared and practised different ways of performing the key leadership functions offer increased self-awareness, flexibility and confidence. They are better able to stand back from the everyday detail and focus on longer-term organisational needs, secure in the knowledge that their team are competent and motivated to deal with operational tasks.

## Personal Impact

Participants will be exposed to a range of different approaches to leadership and management practice, allowing them to select those most suitable for their situation and personal style. The opportunity to experiment with key techniques before applying them in the workplace will help build the confidence to move beyond traditional assumptions about the 'right' way to manage.

## SEMINAR OUTLINE

### DAY 1

#### Understanding Your Role

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organisation requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

### DAY 2

#### Personal Effectiveness, Time Management and Delegation

- Understanding yourself and your organisational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation

### DAY 3

#### Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

## DAY 4

### Team Building, People Management and Motivation

- How high-performing teams work?
- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision
- Different approaches to leadership

## DAY 5

### Enhancing Team Performance through Coaching and Development

- How people learn?
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps