

Management

example and impact

Audience

Line managers
Project leaders

Programme

- Leadership & management
- Sales & commercial negotiation
- Training, consulting & coaching

Personal development

Methodology

Instruction, discussion and role plays - in groups of on average 10 participants - in order to capture and understand various forms of behaviour and styles of communication

As the manager develops, his landscape expands into new and often unfamiliar dimensions. Reporting levels, team size and maturity, project complexity and profile; all take the manager out of his comfort zone. Even the skills and attitudes which once provided the basis for the manager's performance can be undermined.

This programme will re-construct the foundations of those fundamental competencies in a way that is as confrontational as it is pragmatic. We will impart energy and dynamism to the manager in order to lead him into the next stage of his evolution.

It will transform the manager from one in a position of competent maintenance into exemplary creator, stimulator and negotiator, one who brings the values of the corporate organism alive.

From one who not only navigates a more complex landscape, but is proactive in its development.

Benefits



- Example behaviour and leading colleagues to success
- Creating the right environment for personal development
- Delegating according to individual competencies and aspirations
- Performance management
- Announcing unsettling decisions for change, accompanying transitions
- Bringing corporate culture alive in daily life
- Resolving difficult and conflictual situations
- Powerful public speaking

Solutions for individuals and companies

In-company customised solutions: up to 7 days

Inter-company training and coaching

Content

Day 1

- The fundamentals of inter-personal communication
- The difference between perception and reality: questioning as a basis for the 'learning organisation'
- Change: stages of discovery, the mourning curve, accompanying transition
- Delegation and empowerment, adapting to varying levels of maturity
- Performance criteria, pre-requisite to management by objectives
- Public speaking: how to inspire, convince and stimulate action

Day 2

- Listening to others: attitudes of curiosity, interest and confidence-inspiring
- The evolution session: driving the development of employees, identifying strong points to establish improvement axes
- Praise: a process of consideration and respect as well as one of motivation
- Public speaking: perfecting different behaviours and tools

Day 3

- Managing contradictions, criticisms and aggression
- Stress and self management: mechanisms to better control spontaneous reactions
- Managing meetings: distinguishing between information, creativity, and working sessions
- Communicating a difficult decision and managing the reactions
- Recognising mistakes: how to handle a sensitive situation

Day 4

- The environmental manager: how to prepare and present a recommendation or project and have either accepted
- Negotiation: key attitudes for a win-win solution – externally and internally
- Handling objections: positive understanding and processing, rebounding every time
- The meta-message: identifying signals we receive, manage the implicit, interpret the implied

Day 5

- Project monitoring, plan and respect the steps
- The reprimand session: understand the other's intention; intervene at the slightest deviation as well as help and accompany
- Saying NO: how to adopt and maintain a firm stance
- Corporate culture: bringing values and principles to life on a daily basis

Day 6

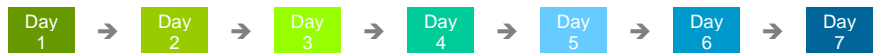
- The two levels of conflict: task and relationship
- Conflict handling: ruling, mutual accord, arbitration
- Group negotiation: seeking allies, managing divergences
- Presenting to a turbulent audience
- Internal and external complaints: handle, negotiate, commit and satisfy

Day 7

- 10 golden rules to reinforce example behaviour
- The manager-coach: identify the problem, gain acceptance so the solution can emerge
- Case studies: applying the training points to a personal problem
- Managing creaCtivity, roles and attitudes
- Manager of the year: close with improved self knowledge and self recognition

Training methodology at a glance

A 361° feedback process can be included with this training



3-5 weeks' application on the job

