

Academy of Training

Managing and Leading Technical Professionals

Objective

The aim of this two day programme is to assist participants in developing all of the key leadership and management skills for leading and managing teams of technical professionals effectively.

Content

Topics covered in the workshop include:

Managing Technical Professionals : An Overview

- Skills, attributes and behaviours of the successful people manager
- Addressing the unique challenges faced by managers of technical people.

Recognising the Leadership Styles for Successful People Management

- Examining the six leadership styles
- Choosing the style that suits you best
- Practising different types of leadership for different people.

Maximising Capability and Team Behaviours

- Identifying required team behaviours by using a competency matrix
- Building and motivating the team
- Building collaboration and support within the team.

People Skills for Managers of Technical Professionals

- Tools for communicating effectively with team members and across the organisation
- Working with people with different personalities and styles
- Getting our message across effectively - the words and behaviours
- Listening and questioning skills for technical professionals
- Handling criticism, opposition and objections
- Avoiding road-blocks in communication and defensive reactions
- Negotiating and managing competing requests.

Managing Performance in Technical Teams

- Using the Project Management model for managing performance, delegation and coaching
- Monitoring staff performance and taking corrective actions early
- Setting and communicating performance expectations
- Raising performance issues and giving feedback constructively
- Developing action plans for the future.

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