

Academy of Training

Management and Leadership Skills Development Programme

Overview

Today's managers and team leaders play a key role in the achievement of each organisation's goals and objectives. They must be able to meet the demands of their own jobs while at the same time lead, motivate and inspire staff toward the achievement of defined business outcomes.

To do so effectively requires many skills, both technical and personal. They must be able to manage the performance of their staff, the resources assigned to their care as well as the day-to-day pressures associated with their jobs.

Objective

The aim of this two-day interactive programme is to assist managers and team leaders in developing all the key management, leadership and influencing skills to enhance both their own performance and that of the staff they lead.

Content

Topics covered in the programme include:

- Difference between management and leadership
- Skills, attributes and behaviours of the effective leader
- Analysing our own style
- Understanding roadblocks in communication and how to avoid them
- Emotional Intelligence
- Building emotional maturity and using transactional analysis for change
- Working with different personalities
- Handling performance issues for positive results
- Delegation and coaching skills
- Communication and influencing skills for managers and team leaders
- Courageous conversations
- Negotiation skills for managers and team leaders
- Building, leading and motivating your team
- Managing time, priorities and competing demands
- Critical thinking, problem solving and decision-making
- Application of project management principles to the leadership role
- Managing conflict and generation differences.

Method

The workshop is conducted in a consultative and interactive manner, based on the experience, examples and specific needs of participants who determine weighting of topics.

