

Management/Supervisory Course Overview

Who should attend: Managers, Supervisors, Team Leaders

Goals: Enhance your capacity for self-engagement. Increase team commitment. Explore ways to better communicate, manage change and conflict and to achieve your team's potential.

Course outline:

Leading From Your Strengths

- Identifying your strengths based on the Strength Deployment Inventory
- Understanding how your strengths influence your management style
- Identifying your leadership style and learning how to engage with all styles

Dealing with Conflict and Exploring Resolutions

- Understanding the escalation of conflict
- Identifying your conflict sequence and exploring resolutions
- Exploring the concept of conflict and responses to conflict

Communicating With Intention

- Understanding barriers and remedies to effective communication
- Providing feedback for engagement
- Understanding communication based on personal motivational values
- Understanding the impact of non-verbal communication
- Understanding and practicing non-defensive communication

Conducting Staff Performance

- Understanding the differences between performance management and performance appraisal
- Practicing positive and practical behaviours for dealing with various appraisal situations
- Creating an atmosphere of trust, honesty and open communication

Coaching for Engagement

- Identifying roles and characteristics of a successful coach
- Gaining personal insights into individual coaching behaviours
- Identifying your coaching strengths

Setting Priorities and Managing Your Time

- Understanding your work style
- Learning time management and priority tools
- Determining your work priorities
- Understanding meeting set-up and process

Building Management/Supervisory Skills

Navigating Change

- Understanding the perception of change through your personal strengths
- Understanding the cycle of change
- Recognizing barriers to change
- Learning how to support employees during change

Creating Team Engagement

- Understanding the importance of a team vision
- Describing the stages of team building
- Identifying actions required to become an effective team
- Identifying roles in teams
- Experiencing team exercises to understand the impact of your personal strength in team climate