



4D Training

## Management Development Program

### Who would benefit?

Managing a team is becoming an increasingly demanding role. On this participative course, you will be supplied with the skills to successfully manage and lead your team.

### Objective

By the end of this course, you will be able to:

- Develop the key people management skills to ensure success in your management role.
- Enhance the effectiveness/performance of your team and the achievement of objectives and results.
- Motivate, manage and lead your team and individuals to results.
- Handle difficult situations and people using empathy and constructive feedback.
- Practice the skills of delegation.
- Deal more effectively and confidently with disciplinary situations or conflict.

### Content

- Defining Your Role and Responsibilities as a Manager
  - What is required of you? - role and responsibilities. Task, Team and Individual
  - Meet new challenges and changes with confidence
  - Establish your personal leadership style
- Team Development and Delegation
  - Set personal and team objectives
  - Recognise strengths and develop individuals' potential
  - The process of delegation and its benefits
  - Overcome the barriers to effective delegation
- Motivating the Team
  - Maximise and maintain input and motivation - build the desire for results
  - Provide recognition and feedback
  - Recognise individual motivators – Looking at motivational theories
- Effective Communication within your team
  - Assess and listen to your team's needs
  - Holding briefings and meetings
  - Communicate more assertively in team meetings
- Overcome People Problems and Difficult Situations

### Duration

One day