

People Management

Seminar Outline

► Objectives:

Participants will learn to:

- Appreciate How the Role of Manager Has Changed in Modern Times
- Understand the Role of Values in Managing People
- Adjust Management and Personal Style to the Needs of Different Situations
- Adopt the Approach Needed to Motivate Different People in Different Situations
- Use Effective Feedback to Deal with Difficult People
- Delegate Tasks in Ways That Develop Your People
- More Effectively Resolve Conflict
- Understand How Your Organization's and Workgroup's Culture Shapes the Behavior of the People with Whom You Work
- Practice the Principles of Emotional Intelligence to Achieve Greater Effectiveness
- Appreciate How Good Ethics Is Good Business

► Who should attend:

- General Managers
- Managers in different levels
- Team Leaders
- Individuals with management responsibilities

► Structure:

This three-day seminar includes presentation, supporting documents, and interaction with highly experienced and qualified people from the field.

► Program outline

Experience of Being a Manager

- Recognize How Economic and Social Trends Have Changed the Manager's Role
- Identify the New Language That Reflects This Role
- Discuss and Illustrate Specific Challenges They Face When Motivating Others in Today's Organizations

Values

- Understand the Source of Values
- Understand How Values Impact Work Life
- Describe How Values Can Have Productive and Unproductive Impacts
- Identify the Values Conflicts in Themselves and in Others

Personal Styles: DISC

- Determine Their Own Personal Profile (DISC Profile)
- Gain Insight into the Strengths and Limitations of Their DISC Profile
- Use Behavioral Clues to Determine Others' Personal Styles
- Gain Insight into How to More Effectively Work with Other Personal Profiles

Motivation

- Identify the Important Factors in Motivation
- Appreciate How Different Theories of Motivation Can Be Applied to Their Work Settings
- Tailor Their Motivational Efforts to Individual Employees and Different Situations

Listening, Body Language, Giving Feedback, and Dealing with Difficult People

- Use Techniques of Active Listening to Better Gain Information and to Recognize the Worth of Employees' Perspectives
- Effectively Use Positive and Corrective Feedback
- Use Values Alignment as Appropriate When Dealing with Difficult Employees

Conflict

- Understand the Dimensions of Conflict Resolution
- Identify Your Own Preferred Conflict Resolution Styles
- Understand How to Productively Use Different Conflict Resolution Styles in Different Situations

Delegation

- Identify the Different Delegation Styles and Understand the Guidelines on How and When to Use Them
- Evaluate Employees and Situations and Determine the Appropriate Delegation Style
- Understand the Importance of Openness to Trying New Delegation Styles with Employees as Appropriate

Understanding Organizational Culture and Subculture

- Appreciate the Impact of Organizational Culture and Subculture in Work Life
- Examine the Impact of "Cultural Blindness" in Organizations
- Explore the Assumptions That Impact Their Workgroup's Thinking and Actions
- Identify and Build on the Strengths of Their Workgroup's Culture

Emotional Intelligence

- Describe the Components of Emotional Intelligence
- Assess Your Own Level of Emotional Intelligence
- Develop a Strategy for Improving Your Emotional Intelligence

Ethical Leadership

- Understand That Good Ethics Is Good Business
- Further the Process of Identifying Ethical Standards Appropriate to Their Work
- Tie Ethics to the Process of Adding Stakeholder Value
- Articulate Their Vision for Ethical Leadership in Your Group

Action Planning

- Develop a Specific Plan for Applying Workshop Learning in the Workplace
- Identify People Who Can Support Their Action Plans
- Schedule Progress Reviews