



## Who Should Attend?

This is an advanced course designed for managers who already have experience in managing teams and want to increase their effectiveness in team management, strengthen their leadership impact, enhance the awareness of their own management style and introduce new tools to manage and develop their team.

## Course Scope

1. The definition of communication
2. The role of effective communication in business
3. Communication as a process
4. Communication interferences
5. Manager - a good listener and a good speaker
6. Am I a good listener? - Active listening techniques
7. Am I worth listening to? - Inspiration techniques
8. We are all different – Adjusting communication to your audience
9. Manager Communication Styles
10. Emotions in communication
11. Factors that shape emotions:
  - Surroundings.
  - Conceptions - building scenarios.
  - The effect of the narrative.
12. How to ensure employee development:
  - My time with the Team
  - My attitude: adult-adult relationships.
  - The trap of a dramatic triangle.
  - Development Contract.
13. Two main factors of success: stable business process and team relationships.
14. The process - starting point for manager activity.
15. The relationships - meaning of good relations within the team.
16. Trust as a condition of a good team.
17. Relationships in the team: my influence on employees, how to be an effective "enforcer" of developmental changes.
18. Iceberg model - the attitude of the leader.
19. How to develop relationships.
20. Employee Development Process.
21. Methods of observing employee work.
22. Analysis of staff attitude - attitude classification:
  - Types of attitudes - Gallup survey.
  - The classification of employee experience and attitude, model: Expert / Partner / Resource.
23. Blanchard's model of situational leadership.
24. Selection of development methods: training / counseling / mentoring / coaching.
25. Individual development plan.



- 26. The role of feedback, an element of company culture.
- 27. Financial aspects of employee development - ROI model.

## **Prerequisites**

This training is designed for both experienced and intermediate managers at different levels. Participants should have general knowledge about building and managing teams. In order to get the most out of the program, group members should have roughly the same amount of managerial experience.

## **Training Structure**

Two-day training divided into logical sessions.

## **Methodology**

Workshop, presentations, exercises and case studies - practical business examples.