

Centre for Achievement

Effective Management Skills

Seminar Outcomes

- DEVELOP AND STRENGTHEN** critical leadership ability
- POSITIVELY ENGAGE** with each and every team member
- CONFIDENTLY DELIVER** constructive feedback to team members
- LEAD AND MOTIVATE** your team for maximum performance
- COMMAND CREDIBILITY** and respect when communicating
- HARNESS** your productivity and that of your team



Who Would Benefit From Attending

- Aspiring managers, supervisors or team leaders
- Newly appointed managers, supervisors or team leaders
- Experienced managers wanting to refresh their skills and acquire new skills
- Project team leaders
- Business owners

This program can be delivered in-house and tailored to your specific requirements and timetable.

In just one day participants will learn powerful leadership skills. This intensive, hands-on workshop offers cutting edge training and insights into what makes an effective results-driven leader.

Ask about our 100% Money Back Guarantee.

Your Next Step

Want to know more? Contact us today for a confidential discussion. **Phone:** 03 9440 7788. **Email:**

Program Content

WELCOME TO MANAGEMENT

- Traps that new middle managers falls into
- Your roles and responsibilities as a manager
- Build the relationship with your staff
- What employees want and need from you
- Recruiting the right staff
- Essential steps for best practice performance management
- Reviews that engage

CRITICAL LEADERSHIP SKILLS

- Practices of good leadership
- Boss versus leader mentality
- Qualities that make a great leader
- The importance of empowerment
- Understand and work with – not against – personality styles
- Your leadership Style
- Are you a role model?

EFFECTIVELY MANAGING POOR PERFORMANCE

- Secrets to being approachable
- The fine line between friendship and being friendly
- Unacceptable behaviour and poor performance
- Am I part of the problem?
- Master the art of giving constructive feedback
- Common pitfalls you need to avoid
- Common management coaching failures

STAFF MOTIVATION: BOOSTING EMPLOYEE MORALE & PERFORMANCE

- Establishing a positive work culture
- What's in it for me?
- Sure-fire ways to kill staff motivation
- Inspiring your team
- Recognition that does not work

- The power of praise
- Low cost ways to reward employees

POWERFUL COMMUNICATION

- Clear communication
- Powerful listening techniques that build communication
- Emotionally charged statements that MUST be avoided
- Common pitfalls that you must not indulge in
- Couching your words for maximum impact
- The importance of power words and power phrases
- Undesirable staff behaviour? This technique can work wonders
- How to say "NO" without creating misunderstandings or hurt feelings

YOUR ACTION PLAN