

# Centre for Achievement

## Essential Skills of Highly Successful Managers and Supervisors

2-day Leadership Accelerator Program

### Who should attend:

Managers  
Supervisors  
Team Leaders  
Aspiring Managers, supervisors, team leaders  
Business Owners  
Experienced Managers wanting to refresher their 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
- LEARN THE FUNDAMENTALS** for successful organisational change management
- BUILD SKILLS** to effectively handle work related conflict
- UNDERSTAND** the principles for reducing and controlling stress

All the critical skills needed to be an effective leader are covered in this intensive and hands-on workshop. Current day leaders need to be constantly honing their skills, thus boosting performance, productivity and also the bottom line. In this workshop participants will gain cutting edge insights into how to best motivate staff, deal with behavioral problems, problem solve, manage change, address conflict, manage workload, lead by example, and excel as a highly successful leader.

## Your Next Steps

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

**Email:** [admin@centreforachievement.com](mailto:admin@centreforachievement.com)

# Program Outline

## 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 MANAGE 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
- Effectively and diplomatically get your point across
- Common management coaching failures

## PRODUCTIVITY ESSENTIALS FOR MANAGERS AND STAFF

- 3 productivity killers – avoid these and watch productivity rise
- Golden Rules for personal effectiveness
- 6 steps to identifying and focusing on high value tasks
- Keep on track with this project management tool
- Strategies to minimizing interruptions
- Gaining control over emails
- Conquer procrastination and meet critical deadlines

## EFFECTIVE CHANGE MANAGEMENT

- Understanding the impact of work related change
- The consequences of poorly managed organisational change
- The relationship between personalities and resistance to change
- Guiding your staff through the turmoil of change
- The four stages to embracing change
- Implementing a successful change management strategy

## STAFF MOTIVATION: BOOSTING EMPLOYEE MORALE AND PERFORMANCE

- Establishing a positive work culture
- What's in it for me?
- Sure-fire ways to kill staff motivation
- Inspiring your team for peak performance
- 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

## EFFECTIVE CONFLICT MANAGEMENT

- Understanding conflict and the impact of each of the five conflict management styles
- A 7 step framework for being conflict-wise
- A common mistake that escalates conflict – indulge in it at your peril
- Managing your anger and emotions
- Keep your anger under control and get your message across without escalating a conflict
- Proven strategies to prevent conflict from eventuating in the first place
- Conflict between employees – how best to handle it

## LOOKING AFTER YOURSELF: LESS STRESS AND MORE FOCUS

- Understanding the three stages of stress
- The long term consequences of negative stress
- Dealing with work related stress
- Here's how to avoid burnout
- The power of thoughts
- Your Action Plan for stress reduction

## YOUR ACTION PLAN