



MANAGEMENT ESSENTIALS



Program Summary

This leadership training program introduces managers, supervisors, team leaders to the basics of managing people including the importance of self-awareness, developing trust, managing time, navigating conflict situations, addressing performance & behaviour early-on and creating a healthy team atmosphere for people to do their best work.



Program Objectives

day one

- Explore Growth Mindset -v- Fixed Mindset
- Take accountability and focus on what can be learned from the situation as opposed to blaming yourself or others.
- Clarify the personal values that guide your leadership journey.
- Explore Daniel Goleman's model of emotional intelligence.
- Understand the importance of regularly soliciting feedback to continually improve.
- Differentiate between sympathy, empathy and compassion.
- Understand why our brains respond with flight, fight or freeze reactions.
- Identify common triggers that keep you in a reactive cycle.

day two

- Care personally by holding quality one-on-ones and career progression discussions.
- Empower people with a coaching style of leading.
- Practice the GROW Model of Coaching (Goals, Reality, Options, Way-Forward)
- Understand when coaching should be avoided
- Practice giving feedback with the NVC model to keep performance and behaviour on track.

PARTICIPANTS

- New Managers
- Acting-Managers
- Key Influences
- Project Managers
- HR Teams

LENGTH

Two Days

TOPICS

- Growth Mindset
- Accountability
- Personal Values
- Emotional Intelligence
- Feedback
- Compassionate Leadership
- Managing Triggers
- One-on-ones
- Coaching
- GROW Model
- Giving Feedback

