

PEOPLE SKILLS FOR MANAGERS

INTRODUCTION:

Managers' effectiveness depends on themselves, their jobs, the people they work with and their organizations. Achieving objectives through other people is the key to successful management but to reach this goal managers must be able to motivate and lead their teams, to cope with different attitudes of those in their teams, to boost morale when the going gets tough, to provide feedback while maintaining good working relationships, to resolve conflicts and to provide a supportive environment.

During this intensive three - day seminar, you will increase your understanding of yourself and the dynamics involved in interpersonal working relationships. You will have an opportunity to learn and practice skills in the following areas that will increase your personal effectiveness as a manager:

- understand people better through perception
- improve relationships at work through your knowledge of emotional intelligence
- distinguish between describing behaviour and evaluating personality
- resolve conflicts effectively
- motivate under difficult circumstances
- discipline fairly while maintaining a good working atmosphere
- choose the best leadership style for different circumstances

This topic has never been more important in our advanced technological society where the human element can get lost in our wireless electronic workplace.

SEMINAR OUTLINE:

Perception and Individual Differences

- Perception tasks
- How you perceive
- Validating your perceptions
- The effects of individual differences on performance

Defensive Communication

- Defensive communication and how to deal with it

Emotional Intelligence

- Background
- Definition
- The Five Competences
 - Self-awareness
 - Self-regulation
 - Self-motivation
 - Empathy
 - Effective relationships
- DVD
- Quiz

- Examples
- Self-Assessment
- Exercises

Feedback

- What is feedback and why it is important
- Why is it not always given
- Giving and receiving feedback effectively
- DVD
- Skill practice

Conflict resolution

- Reasons for conflict
- Types of conflict
- Arriving at win-win situations
- Methods of dealing with conflict
- Self-analysis of dealing with conflict
- DVD

Motivation

- The classic concepts
- Understanding human needs

LEARNING FEATURES:

This is a highly participant-oriented workshop that will strongly emphasize the principles of adult learning. The seminar leader (a former President of the Quebec Association for Adult Learning) is guided by the principle that adults learn best by doing. There will be individual exercises, self assessment instruments, class discussions, team tasks, skill practices, lecturettes and DVDs.

- What employees really want from their jobs
- Providing positive reinforcement
- DVD
- Case studies

Discipline

- Disciplining procedures – why they are necessary
- Discipline policy
- Five-step remedial discipline procedure
- Checklist for effective discipline policy
- Guidelines for disciplinary procedures

Leadership

- Assumptions about people
- Styles of leadership
- Discovering your own style
- Which style to choose

DURATION:

3 days

SEMINAR LEADER:

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