

Enhancing Managerial Effectiveness

Introduction

Maintaining effective people and process management in today's workplace requires consistency. Sometimes the challenges presented by operational issues force managers into being reactive and yet proactive and balanced management of people and resources are essential all managers. This programme provides an opportunity to develop new strategies for balanced management of people and processes, while enhancing your existing skills. We will explore some of the core management principles that have stood the test of time and introduce new ideas to enable you to build upon what you do well and integrate those new approaches for a polished performance

Duration

4 Days

Learning Objectives

During this workshop you will develop skills that with practice will enable you to:

- ✿ Analyse your current style of management and its appropriateness to the organisational setting, automatically choose the most effective management style to impact the situation
- ✿ Identify your management goals and assess progress towards goals
- ✿ Identify well formed outcomes. Develop the skills to implement and control progress towards those outcomes.
- ✿ Allocate and manage resources
- ✿ Adopt ways to motivate their staff accommodating and appealing to their individual differences
- ✿ Delegate and empower others to act
- ✿ Better manage resistance and conflict

Course Content: Developing Managerial Effectiveness

- ✦ Your Role as a Manager:
- ✦ Who and what do you manage?
- ✦ The functions and responsibilities of management.
- ✦ Key management task and competence.
- ✦ What do I need to do more of, less of, different, and better?
- ✦ Managing time, yourself and others. The function of planning.
- ✦ Delegation and Work Allocation:
- ✦ Motivating Staff to Better Performance:
- ✦ De-motivation - signs and symptoms.
- ✦ Improving your communication style.
- ✦ Controlling the Operation:
- ✦ Mechanisms for management control.

Managing Team Development

- ✦ Terrific team working.
- ✦ Setting individual goals and objectives
- ✦ Identifying well formed outcomes
- ✦ Creating a team identity
- ✦ Projecting professionalism
- ✦ Managing Team Conflict
- ✦ Sources of conflict.
- ✦ Strategies for resolving conflict
- ✦ A model of conflict resolution

Influencing and Facilitation

- ✦ Making a powerful impression
- ✦ The Art of Persuasion, and Inspiration
- ✦ What is influence?
- ✦ The six influencing strategies and how they work
- ✦ Recognising Power sources
- ✦ Status the power of changing your importance when relating to others
Deliberate change of status to shift the dynamic
- ✦ Push and pull methods during confrontation to achieve a resolution.
- ✦ I'm Right, You're Wrong the danger of imposing a point of view,
- ✦ Using Agreement looking for point of agreement, then 'zipping the lip'.

Feedback Finesse

- ✦ Feedback Finesse choosing what your feedback is achieving
- ✦ Upward Influence
- ✦ Spheres of Influence
- ✦ "What can I do?" as opposed to "What should be done?"
- ✦ Influencing outside your direct sphere
- ✦ Upwards Feed Back