

MANAGEMENT SKILLS ENHANCEMENT

WORKSHOP OBJECTIVE: Increase self-awareness, develop sensitivity and increase communication skills as effective measures for dealing with difficult people, resolving conflicts and building and leading successful teams.

WORKSHOP SUBJECTS:

Values and Ethics
<ul style="list-style-type: none">➤ Behavior style assessment survey➤ Personal values and their impact on work relationships➤ Ethical professional conduct as a motivator
Conflict Resolution
<ul style="list-style-type: none">➤ Dimensions of conflict management➤ Analysis of conflict management techniques➤ Identify and enhance your preferred conflict resolution style
Effective Delegation
<ul style="list-style-type: none">➤ Different delegation styles➤ Understanding the steps in the delegation process➤ Methods for determining the appropriate delegation strategy
Motivation
<ul style="list-style-type: none">➤ Motivation factors and their impact on behavior and productivity➤ Influence and persuasion as motivation factors➤ Tailoring your techniques to fit employee and work situations
Managing Change
<ul style="list-style-type: none">➤ Assess business structure and organizational readiness➤ Understanding change management and the impact of change➤ Learning the key steps in the change management process➤ The role of communications in the change management process➤ Monitoring and managing the change management process

Workshop duration: 2 days

Cost: \$2,500