

The High Performance Manager - A two day programme for managers

This seminar will help you to:

- Understand how organisations are changing and the effects of this change on the management of people
- Understand the art of coaching and how to manage upwards, downwards and cross-functionally
- Be aware of your own behavioural style and how it affects others
- Know how to sell ideas and be able to persuade and influence others at all levels, both inside and outside the organisation
- Be able to manage and develop the performance and productivity of your staff

Why you should attend this seminar

Do you need to know how to manage your people and work more effectively? Do you want practical 'hands-on' techniques for communicating with, developing, motivating and leading your team? This seminar will give you the opportunity to develop the competencies most relevant to management practice today, and includes a range of practical skills to help you cope with diversity and change as a manager.

This is a valuable opportunity for you to review your core management skills, identify areas for development and so achieve real improvements in productivity and levels of performance from others.

Key benefits

At the end of the programme, you will:

- Understand how organisations are changing and the effects of this change on the management of people
- Appreciate the theory and practical application of 'empowerment'
- Understand the art of coaching and how to manage upwards, downwards and cross-functionally
- Have acquired the skills for working with individuals, teams and groups both locally and remotely
- Be aware of your own behavioural style and how it affects others

- Know how to sell ideas and be able to persuade and influence others at all levels, both inside and outside the organisation
- Have developed more effective communication strategies for problem solving
- Appreciate the importance of being more assertive, less aggressive and less passive
- Have acquired practical techniques for managing your time and stress
- Be able to manage and develop the performance and productivity of your staff.

Who should attend?

Senior and middle managers and department heads, who want to improve their performance. The programme is designed for managers from a wide range of backgrounds, including those who manage subcontractors and outside consultants.

Programme

Day one

Managing in the Digital Age

- Defining and exploring the changing requirements for managing in the digital age
- Understanding how organisations are changing and how this impacts on the role of manager/leader
- Understanding the differences between traditional leadership and the modern concept of the manager as leader, facilitator, change agent, coach, internal consultant, project manager and co-ordinator
- What are the essential skill sets and competencies that the effective manager needs in order to survive and succeed, grow and develop?
- Understanding changing trends in the business environment and their effect on managing people and work

Leadership

- Adapting leadership to suit diverse organisational requirements
- How to delegate to and empower staff – shifting responsibility and accountability

- How to coach and develop
- Practical techniques for managing performance and improving productivity
- Managing and implementing change

Motivation

- Re-examining theory and practice in line with changing organisational trends
- Reward strategies - getting others to do more with less
- Motivating upwards, sideways and downwards
- Working with diversity - gender, nationality, cross-functionality and multi-disciplinary organisation culture
- Dealing with low morale and a de-motivated workforce

Personal communication

- Formal and informal communications
- Improving interpersonal skills
- Overcoming barriers to communication
- Managing internal and external relationships (clients, colleagues, bosses and staff)
- Managing difficult people – how to be more assertive, less passive and less aggressive
- The importance of body language, voice, tone and nuance
- Becoming more self-aware (how others perceive us)
- How to use technology to support personal effectiveness e.g. systems and processes, the internet, intranet, mobile telephony, teleconferencing, email and voice mail

Day two

Managing communication channels

- Exploring effective ways for disseminating information (internal and external)
- Practical tips for remote communication - email, voice mail and intranet - changing trends and 'pitfalls'
- Tips and guidelines for 'teleconferencing'
- Removing barriers to communication

- Communicating 'upwards' - skills and techniques for persuasion and influence
- Improving visibility through more effective self-projection

Managing performance

- Establishing a climate of trust - balancing power and authority
- Setting goals and agreeing SMART objectives
- Allocating tasks and delegating work
- Striking the balance between empowerment and accountability
- Tactics for monitoring and follow up
- Evaluating and appraising performance
- Dealing with poor performance

Managing the team

- Changing trends in team configuration - departmental teams, cross-functional teams, remote teams and multi-national teams
- Exploring how teams are formed - revisiting the theorists - Tannenbaum (forming, storming, norming, performing)
- Reforming teams through change
- Maintaining team morale and productivity
- Measuring team effectiveness
- Understanding team player profiles
- Managing multiple teams

Managing and developing oneself

- The manager's multi-faceted role – leading, planning, controlling and motivating in a climate of constant change and increasing pressure
- How to make more effective use of one's time
- Balancing time and activities
- Practical 'self management' tools and how they contribute to improved performance
- Understanding the positive and negative effects of stress in an ever-changing business climate
- Techniques for combating the negative effects of stress

- Self-development and planning for the future