

Effective People Management: Leading High-Performance Teams

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Course Overview:

This course is designed for managers aiming to enhance their people management skills and lead high-performance teams effectively. Participants will gain insights into team dynamics, leadership development, conflict resolution, employee engagement, and talent retention strategies. With a focus on leadership techniques and managing diverse teams, the course offers practical approaches to drive success in team-based environments. By integrating people leadership skills with a clear focus on employee motivation and performance management, this course empowers managers to foster collaborative work cultures, improve team dynamics, and deliver exceptional results.

Target Audience:

- Senior Managers
- Team Leaders
- HR Managers
- Department Heads
- Project Managers
- Supervisors

Targeted Organizational Departments:

- Human Resources HR
- Learning and Development L&D
- Operations
- Sales and Marketing
- Customer Service
- Project Management

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Targeted Industries:

- Corporate Enterprises
- Financial Services
- Healthcare and Pharmaceuticals
- Retail and Consumer Goods
- Manufacturing
- Technology and IT

Course Offerings:

By the end of this course, participants will be able to:

- Apply effective leadership techniques for managing diverse teams.
- Utilize employee engagement strategies to motivate teams.
- Implement team management strategies to achieve high performance.
- Master the art of conflict resolution and improve team collaboration.
- Develop talent retention practices for long-term organizational growth.
- Enhance interpersonal relationships and team cohesion for better performance.

Training Methodology:

This course employs an interactive, hands-on approach to learning, combining case studies, group work, and practical exercises. Participants will engage in role-playing activities that simulate real-world leadership challenges, helping them develop conflict resolution skills and refine their leadership style. Emphasis will be placed on coaching for managers, team building, and leadership development. Participants will receive continuous feedback, ensuring that learning is both reflective and actionable. The course will also incorporate strategies for managing team dynamics, creating a cohesive workforce, and implementing effective employee performance management systems.

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Course Toolbox:

- Access to leadership assessment tools for evaluating and improving management skills.
- Checklists for employee engagement, conflict resolution, and performance management.
- Practical case studies drawn from various industries.
- Tools for managing diverse teams and developing leadership coaching plans.

Course Agenda:

Day 1: Foundations of People Management

- **Topic 1:** Understanding People Management Skills
- **Topic 2:** Leadership Development Techniques
- **Topic 3:** Effective Leadership Styles for Managers
- **Topic 4:** Managing High-Performance Teams
- **Topic 5:** Introduction to Employee Engagement Strategies
- **Topic 6:** Managing Diverse Teams in the Workplace
- **Reflection & Review:** Reflecting on leadership effectiveness and people management skills.

Day 2: Building Strong Teams

- **Topic 1:** Stages of Team Development
- **Topic 2:** Team Roles and Responsibilities
- **Topic 3:** Creating and Implementing Team Building Strategies
- **Topic 4:** Building Trust and Morale within Teams
- **Topic 5:** Resolving Conflicts in Teams
- **Topic 6:** The Role of the Manager as Facilitator
- **Reflection & Review:** Analyzing team-building methods and overcoming challenges.

Day 3: Coaching and Leadership Techniques

- **Topic 1:** Coaching for Managers: Key Skills and Approaches
- **Topic 2:** Mentoring vs. Coaching: Key Differences
- **Topic 3:** Creating a Coaching Culture in Your Team
- **Topic 4:** Leveraging Leadership Coaching for Employee Growth
- **Topic 5:** Practical Coaching Exercises for Team Leaders
- **Topic 6:** Leadership Development and Its Impact on Performance
- **Reflection & Review:** Understanding the role of coaching in leadership development.

Day 4: Employee Performance Management and Retention

- **Topic 1:** Techniques for Managing Employee Performance
- **Topic 2:** Setting Clear Expectations and Goals for Teams
- **Topic 3:** Effective Feedback and Development Plans
- **Topic 4:** Employee Engagement as a Retention Strategy
- **Topic 5:** Motivating Employees for High Performance
- **Topic 6:** Strategies for Recognizing and Rewarding Excellence
- **Reflection & Review:** Reviewing performance management strategies and retention techniques.

Day 5: Advanced People Management Strategies

- **Topic 1:** Advanced Conflict Resolution Techniques for Managers
- **Topic 2:** Strategic Workforce Management
- **Topic 3:** Aligning Teams with Organizational Goals
- **Topic 4:** Leading Teams through Change and Uncertainty
- **Topic 5:** Creating a Positive Work Culture to Foster Success
- **Topic 6:** Assessing and Improving Team Dynamics
- **Reflection & Review:** Final reflection on advanced strategies for effective people management.

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

There are no formal prerequisites for this course, although prior experience in a leadership or management role would be beneficial.

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How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is structured to last approximately 4-5 hours, totaling 20-25 hours over one week of instruction.

How can I best apply the learning from this course to my team's performance?

Participants will learn actionable strategies for improving communication, leadership, team cohesion, and performance management, which can be directly implemented in the workplace to see immediate improvements.

How This Course is Different from Other People Management Courses:

What sets this course apart is its focus on both interpersonal and leadership skills within team management. It integrates modern coaching practices, effective conflict resolution, and proven employee engagement techniques to ensure managers not only lead but also empower their teams for optimal performance. Unlike other courses, we emphasize practical application through real-world case studies and a hands-on approach to leadership coaching and development

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- Crisis Management and Business Continuity Training Courses
- Data Analytics Training and Data Science Courses
- Digital Government & Public Service Training Courses
- Education and Learning Development Training Courses
- Environment & Sustainability Training Courses
- Facilities and Real Estate Training Courses
- Finance and Accounting Training Courses
- Governance, Risk and Compliance Training Courses
- Healthcare Management Training Courses
- Heritage Conservation and Museum Management Training Courses
- Hospitality and Tourism Training Courses
- Human Resources Training and Development Courses
- IT Security Training & IT Training Courses
- Leadership and Management Training Courses
- Legal Training, Procurement and Contracting Courses
- Maintenance Training and Engineering Training Courses
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- NGO, Humanitarian and Development Management Training Courses
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- Personal & Self-Development Training Courses

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- Shipping, Maritime and Ports Training Courses

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