

## “Achieve your full potential as a leader!”

Supervisors and managers are expected to be the leaders of their organisations. Their role is to achieve peak performance through activities such as performance coaching, boosting morale and motivation, and improving the communication and teamwork of their people.

To succeed and be effective, supervisors and managers must understand their roles, adopt a leadership focus, and acquire the skills for effective performance planning, coaching, motivation, communication and teamwork. Above all, they require the skills to confront these daily challenges head-on.

## Objectives

- Increase productivity in your company: supervising that gets results
- Achieve departmental goals through a coordinated team effort
- Develop leadership techniques that improve performance
- Understand human motivation
- Communicate and collaborate better with others
- Effectively deal with conflicts

## Who Should Attend

Team leaders, supervisors, and managers who need to gain the confidence and skills to face the daily challenges of people management.

## Key Topics

### Managing and Leading in a Changing Environment

- What your boss, employees, peers and senior managers expect from you in your leadership role
- Differences between managing and leading
- Performance planning

### Leadership Skills and Staff Motivation

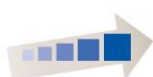
- Effective vs. ineffective leadership styles
- Situational leadership
- Motivators and maintainers
- Developing a strategy for solving a current employee motivational problem

### Improving Performance

- Developing employees
- Delegating effectively
- Coaching techniques
- Reviewing performance

### Effective Teamwork & Communication

- Dealing with teamwork problems
- Effective communication
- Questioning and listening skills
- Resolving conflicts



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