

Managing a team is one day of our 4 day program in management essentials. It covers promoting your organisations' culture, organising your team, developing presentation skills, delegation, team building, running meetings, conflict resolution and team leadership

- **This workshop is designed for front line and middle managers who need to gain, supplement or refresh their skills**
- **Includes supply of management assessments. The implications of the assessments will be discussed as a part of the workshop**
- **This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value**
- **Each participant receives a comprehensive manual of our normal highest quality material**

The program

- Understanding the 7 aspects of your organisation's culture
- 4 ways to communicate your organisation's culture
- Understanding culture shock and adjustment
- Organising your team with RACI charting (responsibility, accountability, consulting and informing)
- Using the RACI chart to improve processes and communication
- Preparing presentations
- Developing your presentation skills
- Understanding the presentation sequence
- Improving your speaking style
- Using visual aids
- Dealing with presentation nerves
- How to delegate effectively
- Why many managers fail to delegate
- Different degrees of delegation
- Delegation of responsibility, accountability and authority
- Managing a team
- 5 team essentials
- How to increase team commitment
- How to deal with difficult team members
- Understanding team roles – relational, task and self roles
- How to build a team
- Common team mistakes
- Building cohesiveness in the team
- 5 ways to resolve conflict
- Understanding when to use conflict resolution techniques
- Running effective meetings
- Substitutes for meetings
- The differences between management and leadership
- Developing leadership characteristics
- Situational leadership
- How leaders can inhibit teamwork
- How to be an effective team leader