

SSM 96 - Motivating, Managing and Leading Teams: Making Teams Work

INTRODUCTION

The ability to motivate and lead a team is crucial to business success. Successful team supervisors, managers and leaders are able to create a vision and direction for their teams, manage their own and others' time effectively, delegate for optimum results, be both coach and counsellor, manage to avoid and resolve conflicts and solve problems quickly and efficiently. In this programme you will learn how to:

- Explore the latest basic and advanced principles and skills for those who lead, manage and supervise engineers and scientists and other technical professionals
- Address the issues, problems, concerns and challenges managers' face on a day-to-day basis
- Help those new to leadership to understand and manage team dynamics
- Explore many ways of motivating teams to achieve excellent results
- The concepts taught in this programme are all practical and in tune with today's business environment throughout the developed world

WHO SHOULD ATTEND?

- This comprehensive programme is designed for anyone who has achieved technical excellence (as, for example, engineers, scientists, mathematicians, computer specialists, and other technical professionals) and is being groomed for, or is in the process of making the transition to a managerial position
- Group leaders, project leaders, supervisors and managers who have not had significant formal training as managers will also find this programme valuable and rewarding

PROGRAMME OBJECTIVES

- Apply the basic principles and practices of effective supervision and management in a technical environment
- Explore the roles and responsibilities of team managers
- Set goals effectively
- Conduct periodic performance reviews
- Apply ways to create and maintain a motivating work environment
- Lead situationally
- Improve their communication and listening skills
- Better manage their own time as well as group time
- Delegate for optimum results
- Demonstrate proficiency in coaching and counselling for improved work performance
- Resolve conflicts
- Build a high performance team and apply the skills of empowerment
- Solve problems and make creative decisions

PROGRAMME OUTLINE

DAY 1 - Working with the team

- Basic principles of effective supervision and management
- Mutual goal-setting
- Conducting performance reviews
- Creating and maintaining a motivating work environment
- Stages of team development
- Managing change at work

DAY 2 - Team performance

- Enhancing your leadership skills and behaviours
- Learning successfully to let employees lead
- Coaching and counselling for improved work performance
- Applying progressive discipline

DAY 3 - Enhancing your skills

- Improving your communication and listening skills
- Managing and resolving conflict
- Time management as a motivational tool
- Delegating responsibility and authority

DAY 4 & 5 - Team development

- Building a high performance team with a focus on synergistic decision making
- Becoming a knowledge-based organisation
- Collaborative creative problem solving/decision making