

## People Management & Improving Managerial Aspects

*Kuala Lumpur (Malaysia)*

*9 - 13 December 2024*

UK Training

# PARTNER



## People Management & Improving Managerial Aspects

Code: LM28 From: 9 - 13 December 2024 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

Developing managerial skills is important for all professionals, skills needed to thrive in today's workforce, show companies with talented managers experience greater profitability, increased levels of productivity, and higher employee engagement scores highlighting how vital management can be to an organization's culture and success.

### Course Objectives:

- Enhance your management and leadership knowledge, skills, and ethics.
- Develop confidence and improve your managerial role in leading people's performance.
- Improving the ability to adapting situational changes.
- Describe effective ways of developing both teams and individuals.
- Explore approaches to managing good workplace performance.
- Improving managerial skills by being solution-oriented.
- Discuss the need to maintain a healthy workforce.
- Reflect on your own management style.

### Course Outlines:

#### Day 1: Introduction

- Course Introduction.
- Delegate's learning expectations.
- Set up the tone/pace of the course together.

#### Building consensus, commitment, and cooperation

- Principles of ethical leadership.
- Ethical dilemmas faced by leaders.
- Identifying techniques for building consensus.
- Describing how to secure commitment and cooperation to your change initiatives.
- Exploring the stages of effective change management.
- Creating healthy inter-departmental cooperation and communication.

#### Day 2: Earning credibility as a leader

- Identifying the characteristics of a credible leader.
- Establishing your credibility firmly.
- Five main sources of power of any leader.
- Maximizing the leader's effectiveness with emotional intelligence.
- Understanding the ingredients of emotional intelligence.
- Creating an environment of engagement.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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## Leading and Controlling

- Motivation and Engagement.
- Organizational Conflict and Politics.
- Managing Misbehavior.
- Time and Stress Management.
- Organizational and Operational Control.
- Improving managerial skills by being solution-oriented.
- Accounting and Financial Key Information.

## Day 3: The Team Leader's Role in Managing Change

- Improving the ability to adapting situational changes.
- Managing change.
- Change requires the exchange and expanded thinking.
- Key factors in successful change.
- The change cycle.
- The 4-room apartment strategy.
- Helping the team move through the change stages.
- Handling reactions to change.
- Strategies for dealing with change.
- The 17 laws of great teamwork.

## Day 4: Inspiring Teams to Better Performance

- Identifying team roles.
- The Belbin type indicator.
- Aligning individual and team motivators.
- The values alignment matrix.
- Keys to resolving values conflicts.
- The motivating mix.
- Creating a supportive environment.
- Energizing your team.
- Sustainable Strategies for improving Team Relationships.

## Best Practices in People Management

- Organizational Structure and Culture.
- Managing a Diverse Workforce.
- Building High-Performance Teams.
- Coaching and Performance Feedback.
- Networking and Mentoring.
- Project Management.
- Running Effective Meetings.

## Day 5: Managing Pressure in the Workplace

- Moving from reactive to proactive.
- Working to prioritize when everything is urgent.
- Taking control through planning and time management.

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- Managing conflicting demands from more than one person.

#### Effective Delegation

- The rules of effective delegation - overcoming personal preferences and prejudices.
- Using delegation as a means of coordinating the workload of your team/department.
- Freeing up your time.
- Developing staff.

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