

COMMUNICATION AND DELEGATION FOR MANAGERS

1 DAY - 12 PARTICIPANTS



“In managers, I look for people who can get things done through other people. The most important thing for a good manager is that the people on his team feel like he or she has integrity.”

Sam Wyly - American entrepreneur and businessman, author and philanthropist

Overview

‘Communication and Delegation For Managers’ is a great program for managers, new or experienced, that supports participants to break out of their ‘star performer within a team’ mindset and really embrace the challenges and rewards of engaging and motivating their team to be and produce their best.

Process

The CDM program runs for a single day with up to 12 people allowing for engaged and robust discussions on the specific management challenges participants face within the organisation and their own team and practical application of the tools to specific, immediate, upcoming meetings.

Areas typically covered include:

Introduction

- The true meaning of being a manager versus a ‘high performer’ in a team
- The key responsibilities of a managers
- The ‘process’ and ‘people’ skills required
- The challenges and ‘common mistakes’ of new managers

Essential communication and rapport building skills

- What is rapport and why do we need it?
- The rapport formula – head and heart appeal
- Understanding the other person’s world view
- Polishing our questioning, listening and speaking skills for trust, engagement and rapport

Giving and Receiving Feedback

- The value of feedback to yourself and others
- How to encourage and receive feedback
- The mindset, focus and language dos and don’ts of offering negative feedback that will make the experience painless and genuinely constructive for you and others

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Delegating

- The benefits of delegation, for you, your team and your company
- The leadership style required for effective delegation
- The 7 steps to delegating effectively

Payoff

The CDM workshop was designed directly in response to client demand for a program that supports new and experienced managers to:

- Feel clear, confident and focused in the parameters and opportunities inherent in their role
- Be equipped to step up to the challenges of managing people who may previously have been their peers, maintaining rapport while offering support and direction
- And take the fear or awkwardness out of two of the primary tasks critical for a manager's success – giving effective feedback and delegating