

Leading and Managing Teams

Achieving results through others is the key to leadership success.

In any team environment, people perform at different levels and with different motivations based on the maturity and attitudes they bring to the job.

This team development program focuses on the skills and attitudes needed to move a work group to an effective team status. Today teams are the mainstay for progressive business development.

Because team performance is directly related to the collective maturity, motivation and morale of the team members, each team develops a unique culture and sets their own unofficial standards of behaviour and performance. The culture may deliver highly effective outcomes. Alternatively a poor team culture will be very detrimental to business performance.

The program develops the skills necessary to develop a successful team. Each team member performs at different levels for different reasons. Each is a complex individual with different values and attitudes that impact on their work output, their ability to communicate and influence others, to build relationships and their acceptance within the team.

This team leadership and management program delivers the key aspects to apply during the transition from work group to a high performance team. Special attention is paid to individual management styles, the use of emotional Intelligence, effective influence and achieving effective coaching outcomes.

An assertive, open and emotional intelligent approach to issues is likely to gain employee respect and improve morale. Team members need to be involved and often have the best solution to a problem. Managers need to listen and negotiate to facilitate joint problem solving.

RECOMMENDED FOR:

Anyone involved in achieving results through others can benefit from this outcomes driven, practical and effective program. The application is on results supported by practical theory with immediate application to the realities of the participants workplace environment..

PROGRAM OUTCOMES

At the conclusion of this program, participants will have:

- Understanding of the different motivations people bring to work and how these impact on work performance
- How to engage and involve the other party in the discussion
- How to use specific interpersonal influence skills to keep the performance management discussion on track
- How to provide accurate and clear feedback on performance where there is the greatest chance of developing positive outcomes
- How to manage aggressive and passive responses that can railroad the process
- How to better cope with the cynical and unhappy team member
- How to conclude most discussions on a positive and supportive note

PROGRAM OPTIONS

- Workshop – Full or Half Day – Supported by workbook / manual
- Seminar / Conference Presentations also available

PROGRAM CONTENT

The work team culture

- How the work group culture develops and how positive outcomes through team success can engender a highly effective business culture. Learn how the management and leadership role impacts on the level of motivation and willingness of the team to embrace change and positive empowerment.

Emotional Intelligence (EI) and Leadership

- Learn and understand what emotional intelligence is and what it isn't. Specific skills to develop emotional intelligence in communication and influence with others. Understanding of the core EI skills and how to apply them for personal effectiveness and professional growth.

Evaluate the team to ascertain differences

- People bring to a team a variety of differences in attitudes, skills and personal confidence. These are based on background and values drawn from life experience and expectations. Effective management recognises the differences and develop a flexible approach to achieve results.

Communicating with people with different styles

- People build communication and behaviour patterns throughout life until they become 'natural' reactions to circumstances. Often these entrenched views are not challenged, yet there is always opportunities to apply assertive communication skills to achieve more with others. Learn how to effectively use this skills to achieve positive results..

Applying effective communication and influence skills

- Learn how to probe for information and uncover hidden issues through effective questioning and observing skills. What type of questions are likely to be most effective in different circumstances. Learn how to overcome the barriers to listening with skills to add value to discussion through empathy and enhanced attention..

Skills to improve individual performance

- Learn the skills to apply in coaching a team member through performance management sessions. How to set the scene, prepare your case and manage discussion in a range of coaching interactions including setting performance objectives, improving performance and behaviour, delegating a new job, managing a grievance etc. Practical, positive and effective skills to lift professional performance.

Delivering feedback for maximum impact

- Experience shows most people at work want to know how well they are doing and feedback on performance is very important. The feedback process needs to be handled with care as cynical employees may see positive feedback comments are artificial and insincere. Learn how to provide specific and accurate feedback to acknowledge performance that employees will see as positive, sincere support.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers in business development.

Each year he delivers speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 25 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic "how to" approach in communicating his knowledge makes him one of Australia's most sought after business speakers and trainers..

"Brian is one of the finest presenters in Australia and his ability to create a stimulating, non-threatening learning environment with such practical content is outstanding."

John Atkinson HR Manager, M G Kailis Group, Fremantle WA

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com



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