

„Staff and co-workers management in practice”

Course description:

The training program of staff management includes issues related to the different styles of management, namely: instructing, coaching, motivating, delegating. Participants have the possibility to choose a suitable style for themselves and their employees, and they are able to practice and analyze the management techniques in a very detailed way. Participants learn how to set the goals and tasks for their employees in a clear and precise way, how to use the employees' experience and advice, how to motivate workers and create a partnership relation in the company and in which situations it is beneficial, and finally how to select the right people for specific tasks, and how to increase the team motivation during an action. Welcome to training staff management.

Acquired skills:

- understanding the various management styles and the ability to adapt them to our own work style and work style of our co-workers
- ability to build an effective team that consists of many individuals
- perceiving our and our subordinates' interpersonal skills

Training program:

I. Areas of management, technology and targets

1. What motivates people to work: an analysis of non-wage motivators
2. How to use the knowledge of non-wage motivators in practice
3. What are the kinds of employees' needs that can be satisfied by good motivation
4. Promotion rules: what types of mistakes we must avoid
5. Management as the support in the development process
6. What is coaching and mentoring
7. The basic principles of savoir-vivre at work

II. Verbal and non-verbal communication and management

1. How to talk to employees?
 - how to praise
 - how to criticize
 - how to express needs, requests, commands
 - how to talk about the pay rise (the time when you can give it and time when you cannot)
2. How to develop a positive attitude towards employees (even those \ "difficult \")
3. Individual talks and organising meetings:
 - how to talk to people so that they would listen to us
 - how to listen to people so that they would talk to us
4. Techniques of influence (expressive and receptive)
 - how to manage the staff by shaping its attitude of loyalty and commitment
 - how to manage the employees so that they have the initiative and creative attitude
5. The importance of organizational culture in a company

III. Employees

1. Types of employees' behavior based on personality traits
2. How to use the knowledge about the workers' personality types in the management
3. Management based on the discovery of staff resources
4. Tasks assigning and task group division according to the skills and traits of workers
5. Effective tasks delegation

IV. Manager and his own work

1. What does it mean for me to be a manager: what type of needs I can satisfy being a boss
2. What kind of boss am I: analysis of my own way of governance and staff management
3. Employees management styles appropriate for each participant
4. Analysis of the resources of each participant which can be used at work
5. Creating motivation and management plans for individual employees
6. Analysis of communication barriers and other obstacles that prevent effective management
7. Can I be a charismatic manager?
8. What is my attitude towards the company?

Methodology:

During the training we use the following training methods:

- Power Point mini lecture
- team games and group exercises
- open discussion
- role plays
- working with the video camera and analysis of the obtained information

- mini training films

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings