

MANAGEMENT EFFECTIVENESS PROGRAM TM

**Developing Managers to
become highly effective
People Managers and
Performance-oriented
Change Agents.**

OBJECTIVES

- Deepening our understanding of the role of Manager
- Clarifying effective and open Mindsets and Behaviours
- Building effective Communication Skills that are critical for fulfilling this role.
- Creating an environment that is supportive of the team.
- Building Resilience for Change
- **LEARNING TO LEARN – making the above possible.**

PROGRAM CONTENT

Being An Effective Manager

1. Emphasis on Managing and Leading
2. Listening effectively:
 - a. Mindsets and Beliefs
 - b. Developing self-awareness and self development
 - c. Building Understanding and capabilities to accept personal responsibility, accountability and commitment.
3. Explore your own personality and operating style through a Variety of assessment tools including True Colors
4. Build Resilience skills

Communicating Effectively

1. Emphasis on communicating effectively and their own personal effectiveness.
2. Understanding how mindsets/beliefs impact behaviour
3. Taking ownership for their accountability and their shared responsibility (50/50).
4. Learning the Parent-Adult-Child Two-Way Communication Model.
5. Tools for Confronting Issues
6. Effective Coaching Skills

MANAGEMENT EFFECTIVENESS PROGRAM™

SESSION 1

DAY 1

- INTRODUCTIONS
- GROUND RULES
- 50/50 MODEL OF STEWARDSHIP
- MANAGING AND LEADING
- TRUE COLORS TEMPERAMENT ASSESSMENT
- EVENING TEAM ACTIVITY

DAY 2

- INTRODUCTORY EXERCISE
- 2-WAY COMMUNICATION MODEL AND
ROLE PLAY PRACTICE
- RESCUE TRIANGLE AND PRACTICE
- ACTION LEARNING SET-UP

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SESSION 2

DAY 1

- CHECK-IN
- ACTION LEARNING UPDATE
- CONFRONTING ISSUES
- BUILDING A HIGH PERFORMANCE TEAM
- EVENING TEAM EXPERIENTIAL ACTIVITY

DAY 2

- COMMUNICATING AS A TEAM
- TEAM DEVELOPMENT MODEL
- ROLE PLAY TEAM MEETING
- LEADING CHANGE
- BUILDING RESILIENCE

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SESSION 3

DAY 1

- CHECK - IN
- UNDERSTANDING MYSELF, MY BEHAVIOUR,
MINDSETS AND MENTAL MODELS
- CRITICAL FACTORS FOR TRANSFORMATIONAL
COACHING
- COACHING PRACTICE
- CELEBRATION DINNER

DAY 2

- OPENING EXERCISE
- STRUCTURING A COACHING CONVERSATION FOR MAXIMUM
LISTENING AND COMMITMENT
- CRITICAL COACHING SKILLS
- CLOSING EXERCISE
- EVALUATION
- NEXT STEPS