

From Technical Professional to Manager & Leader

2-Day Training Course: What Leadership Skills will *Actually* Make a Difference?

This course teaches a carefully researched, optimal blend of the basket of skills you need when transitioning from being a specialist in your career to a leader of projects, strategies & staff. Build your emotional intelligence & ability to respectfully influence others to deliver organisational & personal objectives

Key Learning Objectives

- Interpret the key challenges for technical professionals moving into management roles
- Gain an insight into emotional intelligence, human behaviour and team dynamics
 - Acquire a practical framework to help you understand and influence the behaviour patterns of different types of people
 - How to avoid the common mistakes managers make with extrinsic motivators
 - Apply behavioural techniques to help breakdown interpersonal barriers and resolve conflict
- Acquire convincing motivation, communication and influencing skills
 - Understand why questioning skills are a manager's number one tool
 - Identifying the various sources of power at your disposal and how you can strengthen them
 - Identify what motivation strategies work best with different people
- Develop a leadership style that gains buy-in and respect
 - Effectively use your personal power, rather than relying on authority, or positional power
 - Understand the relationship between good leadership and good "fellowship"
 - Tactfully provide useful feedback both positive and negative
- Guaranteed techniques to engender responsibility and accountability – and why most managers cultivate the opposite

About the Course

The critical element that differentiates the successful manager is the application of effective interpersonal skills. All too often, people have taken on management responsibilities on the strength of their technical or specialist skills. However, a management role depends on achieving results through others which requires a significantly different skill set.

How can you ensure you have the right mix of emotional intelligence and leadership skills to: meet corporate objectives, keep your team motivated, inspired AND performing?

Designed specifically for technical people with new management responsibility, this course will help you build emotional intelligence and your skills in leading, managing, empowering, influencing and driving the performance of others to meet organisational and personal objectives.

You will spend time revising behaviours, beliefs, values and attitudes, and then use this awareness to help develop the skills to enable you to manage, lead and motivate others to meet and exceed objectives.

You will take away a portfolio of realistic, relevant and immediately usable models, techniques and approaches that will dramatically improve your performance as a manager, help sustain productive working relationships with colleagues and build a committed and highly performing team.

Our instructor faculty boasts vast experience in both management, leadership and behavioural psychology to provide you with meaningful insights, skills, tools and tactics. Don't miss out.

2016 Dates & Locations

Sydney 22-23 June
Melbourne 12-13 October

What our clients say

"I have enjoyed immensely all aspects of this course. Personally I feel it can be attended by anyone as a general course for development purposes not just for aspiring managers or managers. The instructor has been great in sharing his stories, providing simple examples to understand complex things and a good listener too"

Applications Developer, ABS



Please call +61 2 9080 4050 for more information or a quote for custom/in-house options training@informa.com.au

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2-Day Intensive Course Outline

Becoming an effective leader

- Understanding management paradigms and the dilemmas of modern management
- What are the key challenges for technical professionals moving into management roles?
- Dovetailing your role purpose with your organisation's goals
- Identifying the strengths and weaknesses of different management styles
- What causes some managers to fail – and how to avoid it

Acquiring a practical framework to help you understand and influence the behaviour patterns of different types of people

- During this session you will acquire a simple yet powerful psychological model which can be used to understand why people behave as they do. There will be an opportunity for discussion on how you can apply this to your specific circumstances

Identifying the real key to motivation: Proved techniques for motivating your team

- Understanding and applying emotional intelligence
- Neutralising negative behaviours and changing attitudes
- How to avoid the common mistakes managers make with extrinsic motivators
- Identifying what motivation strategies work best with different people

Case studies

- Managing different personality types to improve your effectiveness as a manager

Workable strategies for resolving conflict

- Develop strategies for addressing interpersonal management issues you face in your workplace
- Adopting a joint problem solving approach to reviewing achievements and areas for improvement
- Promoting positive interaction between you, as a manager, and your staff
- Using behavioural techniques to help breakdown interpersonal barriers

Case studies

- Effectively handling conflict situations

Identifying your customers and their needs

- Defining your role in terms of your customers – whatever the purpose of your organisation
- Customer focus and purpose
- Understanding the 6 elements of customer satisfaction

Our Expert Course Faculty

Alan Patching

Professor Patching has trained globally on leadership, motivation & communication for over 35 years. He is a master practitioner of NLP & a registered psychotherapist

Peter Giutronich

Peter has over 20 years of experience in the field of professional & personal growth across a broad spectrum of industries in Australia & internationally



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2-Day Intensive Course Outline cont.

Developing your personal leadership style

- Effectively using your PERSONAL power, rather than relying on authority or positional power
- Understanding the relationship between good leadership and good 'fellowship'
- Developing 'fellowship' skills in your staff
- Motivating and inspiring your team
- Putting purpose back into work
- Vision and mission statements – what works and what doesn't

Using your power and influence to inspire confidence and achieve your objectives

- How persuasive are you?
- Identifying the various sources of power at your disposal and how you can strengthen them
- Building successful interpersonal relationships with your staff, colleagues and superiors
- Applying effective communication and questioning skills
- How memory affects communication
- Understanding learning preferences
- Adapting your communication style to ensure your message is received
- Why questioning skills are a manager's number one tool

Developing your people through effective delegation and performance management

- Guaranteed techniques to engender responsibility and accountability – and why most managers actually cultivate the opposite
- Giving instructions and clarifying meaning
- Selecting appropriate methods of improving performance
- Understanding the applications

A step by step guide to avoiding the delegation traps: Building a high performing team

- Task assignment and delegation – what should you delegate to whom and why?
- Who is likely to complete tasks on time, on cost and on performance and why?
- Developing your own confidence and assertiveness
- Promoting positive behaviours within your team
- Encouraging self-reliance

Preparing an action plan for your team

- One of the most popular, premium quality new leader programs in Australia

HOW TO REGISTER

Online: www.informa.com.au/ftpml

Telephone: +61 2 9080 4050

Email: training@informa.com.au

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Why Informa?

- 25+ years' corporate training service - proven performance
- 95% customer satisfaction rating – unparalleled in our industry
- Premium quality – handpicked experts & enviable learning materials



What we do

- Off-the-Shelf – 400+ course portfolio
- Custom/bespoke learning solutions
- Outsourced learning programs

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