



*Training Course:  
Mastering People Management & Team  
Leadership*

*29 April - 3 May 2024  
Milan (Italy)*

## Training Course: Mastering People Management & Team Leadership

Training Course code: LS1099 From: 29 April - 3 May 2024 Venue: Milan (Italy) - Training Course Fees: 5250 € Euro

### Introduction

The move to team leader or line manager is a significant change for a supervisor or technical specialist. Balancing wider organizational and customer demands with the needs of the team calls for a wide range of skills, and the ability and confidence to know when to stand back from operational pressures and understand the bigger picture.

Highlights include:

- Learning to stand back from everyday pressures
- Managing your time
- Influencing techniques
- Delegation and its power
- Team development
- Motivational skills

### Course Objectives of Mastering People Management & Team Leadership

By the end of this seminar you will be able to:

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritization and delegation techniques
- Maximizing your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

### Training Methodology

The seminar uses a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays, and syndicate discussions. Formal inputs are used to introduce the underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with a novel - and sometimes challenging - techniques. A psychometric instrument will be used to generate a personality profile, which will contribute to your understanding of your preferences and personal style.

### Organizational Impact of Mastering People Management & Team Leadership

Managers who have shared and practiced different ways of performing the key leadership functions offer increased self-awareness, flexibility and confidence. They are better able to stand back from the everyday detail and focus on longer-term organizational needs, secure in the knowledge that their team is competent and motivated to deal with operational tasks.

### Personal Impact of Mastering People Management & Team Leadership

# *P a r t i c i p a n t s w i l l b e e x p*

them to select those most suitable for their situation and personal style. The opportunity to experiment with key techniques before applying them in the workplace will help build the confidence to move beyond traditional assumptions about the "right" way to manage.

## Course Outlines of Mastering People Management & Team Leadership

### DAY 1

#### Understanding Your Role

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organization requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

### DAY 2

#### Personal Effectiveness, Time Management, and Delegation

- Understanding yourself and your organizational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation

### DAY 3

#### Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

### DAY 4

#### Team Building, People Management, and Motivation

- How high-performing teams work?
- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision
- Different approaches to leadership

### DAY 5

## Enhancing Team Performance through Coaching and Development

- How did people learn?
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps

## Registration form on the Training Course: Mastering People Management & Team Leadership

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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E-mail to us :  
info@gh4t.com  
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to: Global Horizon  
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