

# EFFECTIVELY MANAGING PEOPLE & TEAMS

## Training Course: The Essential Practical Skills Course for all New Managers

Discover how you can effectively integrate excellent planning & organisational skills with the “people” skills of communicating expectations, motivating, delegating, coaching & leading your team to reaching organisational objectives

### LIVE ONLINE TRAINING

<b>November 2021</b>	Course Parts will commence at <b>14:00</b> and end at <b>17:30 (AEDT)</b> . There will be short breaks during each course Part.			
Part 1: <b>1<sup>st</sup> November</b>	Part 2: <b>2<sup>nd</sup> November</b>	Part 3: <b>8<sup>th</sup> November</b>	Part 4: <b>9<sup>th</sup> November</b>	
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**Our Expert Course Instructor**



#### Andrew Lee

Andrew has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

### Key Learning Objectives

- ▶ Identify a manager’s unique responsibilities and qualities
- ▶ Appreciate the changes in your style needed to inspire and influence others
- ▶ Learn to set tangible, accountable and manageable expectations with your manager and team
- ▶ Understand the difference between leadership and management
- ▶ Appreciate the importance of EQ vs IQ in becoming an effective people manager
- ▶ Mastermind your transition; build new relationships, managing vs doing and ‘managing upwards’
- ▶ Recognise and adopt motivational and influential communication styles
- ▶ Discover how to manage difficult conversations
- ▶ Acquire the necessary skills to manage staff performance, coach and develop
- ▶ Develop skills in delegating, prioritisation, problem solving and able decision making

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**4** Part  
Series

## ABOUT THE COURSE

This intensive program is designed to provide individuals with the skills and techniques necessary in their transition to a management role.

The adjustment from being managed to 'being the manager' is the biggest challenge in today's demanding business environment. With the diverse mix of generations in the workforce, the ability to bring people together, maintain motivation, address performance and deliver results is a challenge that cannot be underestimated.

Learn how to create, empower and lead a cohesive team to achieve results through delegation, coaching, effective prioritisation and able decision-making.

You'll learn how best to approach each individual in your team – and how to juggle the multiple demands on you as a manager, whilst maintaining the focus on the efforts of both you and your team.

Develop a greater level of personal effectiveness in the performance of your management role through a better understanding of your personal communication style and how to influence others to achieve desired outcomes.

Become more confident in confronting difficult people and situations and learn to resolve problems quickly whilst building sustainable and beneficial relationships with both internal and external stakeholders.

Armed with a portfolio of management techniques, you will return to your workplace well-equipped to build on your strengths as a manager, and to identify areas where you can improve both your efficiency and your working relationships.

## WHO WILL BENEFIT

This program has been developed specifically for those managing the transition into their first management role and overseeing work done by others to achieve organisational goals.

It will be of particular value to newly appointed managers, supervisors, team leaders and project managers who wish to strengthen their management skills.

## EXPERT COURSE INSTRUCTOR



### Andrew Lee

Passionate about people, curious about behaviour, Andrew Lee has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

Andrew's familiarity with technical thinking has enabled him to create a niche in assisting technically trained professionals make the move into management and leadership roles - translating complex theory into easily understood examples and stories inspires his audiences to take a fresh look at the problems they may be confronted with.

While Andrew offers a range of common one or two day programs a large part of his current work is spread out over longer periods and has the look and feel of intensive coaching.

Andrew has a Certificate IV in training and assessment, is a master practitioner of Neuro Linguistic Programming (NLP), has a Diploma of Traditional Chinese Medicine and is currently completing an MBA.

*"Great use of two days, it opened my eyes and helped me think differently."*

State Manager, **Spendless Shoes**

*"I was impressed with this course and its ability to motivate me to think about other people in a manner I have not done previously."*

Plant Manager, **Austral Bricks**

*"Excellent, engaging and fun experience."*

Director Safety, Network Rail Consulting

## Would You Like To Run This Course On-Site?

### Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Anton Long** on **+61 481 995 653** or **Holly Baldwin** on **+61 450 866 597** to discuss your customised learning solution, or email [training@informa.com.au](mailto:training@informa.com.au)

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**4** Part  
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## Course Outline

### The role of a manager

- Identify the attributes of a competent manager
- Define the expectations of your role from your peers, subordinates and seniors
- Opportunities and limitations – where does my role stop and my manager's start?
- What needs to change
- Effective delegation
- Typical challenges and anxieties during early stages of transition
- Your learning curve
- Building and managing new relationships

#### Practical activity

- Defining my role as manager, identifying differences in past and present expectations
- Develop your personal delegation plan

### Building a supportive, productive team

- Attributes and components of a successful team
- Matching organisational needs with skill sets
- Understanding behavioural characteristics of personality types
- Team dynamics

#### Practical activity

- Analysis of team models, assess your current team strengths and weaknesses, group review of case scenarios

### Managing and motivating the team

- Establishing boundaries and expectations
- Maintaining motivation of individuals within your team
- Creating a cohesive team culture
- Managing team performance
- Learning to address 'change fatigue'
- Managing vs doing – art of delegation – getting things done through others

#### Practical activity

- Develop workable group and individual strategies to maintain motivation across diverse teams to build a strong performance culture

### Retaining and developing people

- Foster accountability and empower your team
- Mentoring or coaching – what do your team members need?
- Understanding different adult learning styles
- One size doesn't fit all – formulate learning and development pathways
- Managing diversity within the team

#### Practical activity

- Manage diversity across the generations, develop pathways for the team

### Effective communication and communicating 'change' with your team

- Listening and questioning skills
- Developing an assertive and influential communication style
- The principles of effective negotiation
- Communicating with 2 way feedback
- Communicating change with your team

#### Practical activity

- Domino questioning principles, exercise in communicating feedback

### Competent problem solving and decision making

- Develop confidence with crucial confrontations and conversations
- Adopting a problem solving approach
- Making decisions and managing consequences
- Managing politics
- Handling grievances
- Doing the 'tough' stuff – taking action and making difficult decisions
- Conducting accountability conversations

#### Practical activity

- Case scenarios and group role plays, identify difficult situations in the workplace and development of action plans

### Mastering workflow and productivity

- Task organisation and execution
- Managing your workflow and productivity
- Prioritisation methods
- Managing other people's priorities
- Personal habits that hinder

#### Practical activity

- Prioritisation exercise, self-audit of personal effectiveness

### Action orientated meetings that deliver results

- The real role of a Chair
- Using an agenda
- Positive and objective participation

### Personal action plan

- Conduct self-analysis based on learnings
- Devise a personal action plan to start making real and implementable changes to make a difference

# EXECUTIVE COACHING AND MENTORING

## Take your learning & development to the next level



### 1-ON-1 EXECUTIVE COACHING

Take your learning and development further and experience transformational impact on your career progression. Our Executive Coaching and Mentoring programme offers you additional value and benefit to reinforce key learning outcomes obtained on an Informa course.



### REINFORCE LEARNING OUTCOMES

Package your learning to incorporate additional 1-on-1 Executive Coaching with our Expert Instructors. To learn more or to include Executive Coaching and Mentoring as part of your registration for this course, please email us at [training@informa.com.au](mailto:training@informa.com.au) or refer to the registration page when booking online.



### HOW IT WORKS

Each 1-on-1 session with your Expert Instructor includes a personalised 90 minute session over Zoom. Over a series of pre-determined sessions, you can discuss, track and reinforce key learning outcomes that will progress your career and L&D further.



### COMPANY-WIDE EXECUTIVE COACHING

We also offer company-wide Executive Coaching packages. Enhance your team's capability through dedicated 1-on-1 coaching sessions for individuals whilst factoring in your organisation's key objectives and ambitions.



To learn more or to include Executive Coaching and Mentoring as part of your course, please contact one of our **Training Consultants** on **+61 (2) 9080 4395** or email **[training@informa.com.au](mailto:training@informa.com.au)**.

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## Easy Ways to Register

**1** **Web**  
[www.informa.com.au/managingpeople](http://www.informa.com.au/managingpeople)

**2** **Telephone**  
+61 (02) 9080 4395

**3** **Email**  
[training@informa.com.au](mailto:training@informa.com.au)

## Effectively Managing People & Teams

Course Code	Location	Course Parts	Month	Standard Price	4+ Dels Discount
P21GC10SY04V	Live Online Training	All 4 Parts	November 21	\$1,676 + 167.60 GST	<b>\$1,843.60</b>
P21GC10SY05V	Live Online Training	All 4 Parts	December 21	\$1,676 + 167.60 GST	<b>\$1,843.60</b>

**Great Savings:**  
When you book **4 or more** participants! **Call us** today on **+61 (2) 9080 4395** or email [training@informa.com.au](mailto:training@informa.com.au) to take advantage of the discount offer.

### Privacy Policy & Updating your Details:

Please visit us online at [www.informa.com.au/privacy](http://www.informa.com.au/privacy) for a full privacy policy. Database amendments can be sent to [database@informa.com.au](mailto:database@informa.com.au) or phone **+61 (0) 2 9080 4017. ABN: 66 086 268 313**

### Informa Corporate Learning – On-site & Customised Training

Informa Corporate Learning has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants.

If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

### Why Choose On-site With Informa Corporate Learning?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality Assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

### Our Long Standing Clients Include:

ActewAGL, Ajilon, Ambulance Victoria, ANU, Arrow Energy, Australian Super, Barrick, BHP, Chevron Australia, Coffey International, ConocoPhillips, CSIRO, Dalrymple Bay Coal Terminal, Department of Education, Department of Planning, Electricity Generating Authority of Thailand (EGAT), ENI Australia, EY, Fortescue Metals Group, Health Purchasing Victoria, IBM, IP Australia, Jemena, Litmus Group, Metro Trains, Office of the National Rail Safety Regulator, Origin Energy, Pacific National, PT Freeport, Public Transport Authority – WA, QGC – BG Group, Queensland Rail, Rio Tinto, Romgaz, SA, South Australia Health, Telstra, Transport & Infrastructure, UBS, Woodside and more...

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