

Leading Managers

“A key to achieving success is to assemble a strong and stable management team.” Vivek Wadhwa

Manager management takes a special type of leader. When you're managing managers, your responsibilities are two-fold: you need to make sure they're producing good work (as with any employee) and that they're effectively supporting their teams. With this course, you will be able to provide the skills, guidance and empowerment to your team of managers.

Through this programme, you will be able to disperse your knowledge and experience throughout your leadership team. The workshop will also expand your knowledge and provide a way for you to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Learn how to successfully coach and mentor your management team.
2. Identify ways to measure and evaluate performance .
3. Explore techniques of handling complaints between managers and their teams.
4. Inspire your managers to stay motivated and keep their teams focused on their goals.

WHO IS THIS FOR?

This course is suited for anyone who manages managers in any organisation!

COURSE CONTENT

1. Grooming a new manager; set specific goals, authority (what they can and can't do), create a shared vision, the more they learn, the more responsibility they get.
2. Measuring performance; staying within their budget, setting measurable objectives, collaborating on criteria to be evaluated.
3. Motivating managers; provide the needed resources, bonuses and incentives, give credit for good work, keep them challenged.
4. Signs of poor management; missed deadlines, team turnover, losing customers, little or no growth.
5. Trust your team of managers; do not micromanage, promote open and honest communication, reward initiative, trust, but verify.
6. When an employee complains about their manager; keep the information confidential, gather information from both sides, coach or delegate the solution, follow-up with the manager or employee.
7. Giving and receiving feedback; provide clear and timely feedback, praise in public, criticise in private, make sure your door is always open, 360-degree feedback.
8. Coaching and mentoring; offer advice, not the solution, create a supportive environment, building ownership.
9. When do you step in; unsafe or dangerous events, legal ramifications, severe financial costs, repeated failures after coaching has occurred.
10. Remember these basic qualities; express confidence in their abilities, practice what you preach, their success is your success.

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