

MANAGING PEOPLE SUCCESSFULLY

Rationale

Managers accomplish results by working with and through other people. Numerous polls have indicated that the single most important trait of good managers is the ability to get along with people. Hence, managers must acquire human relations and good communication skills besides being able to lead and motivate workers to work willingly towards attaining organizational goals.

Objectives

At the end of the workshop, participants should be able to:

1. State at least six ways of motivating subordinates.
2. Identify their own leadership style.
3. State at least five qualities of a good leader.
4. Identify their major communication barriers and possible solutions.
5. Explain at least six guidelines for effective listening.
6. State at least six principles of getting along with their bosses.
7. State at least ten principles of getting along with their subordinates.
8. Explain the five major strategies of handling conflict constructively.

Content

1. Motivating employees
2. Leadership
3. Effective communication
4. Effective human relations
5. Managing conflict constructively

Methodology

Interactive lectures, exercises, group discussions, role plays, video presentation and interpersonal competence questionnaire

Duration

2 days

Target Group

Managers and those about to be promoted to managerial positions

Facilitator

Dr. Ranjit Singh Malhi/Azman Shah