











Training Workshop – Module Overview

Innesskirk's "Advanced Management Skills" provides existing Managers with the skill sets and characteristics to become better than you had ever perceived you could be. The workshop builds on the topics covered in the essential management skills workshop and addresses key Management and Leadership topics essential to be an outstanding manager.

Being a 'great' manager cannot guarantee success these days – only by being the best of the best will you make an impact on your department, your company and your industry. After this workshop, you will go back to the workplace with a toolbox full of advanced management skills that you can use to build your success in managing yourself and others.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

Workshop Objectives – Delegates Will Be Able To...

-  Implementing strategic direction
-  Understanding your own style and impact on others
-  Coach and develop staff effectively
-  Recognize and resolve conflicts quickly
-  Build and lead high performing teams
-  Manage change in a fast moving environment
-  Resolve performance issues efficiently & effectively
-  Organize time and workload
-  Analyze and manage stress
-  Negotiate effectively with staff and direct reports

Post Workshop – IMPACT™ Program

IMPACT™ Project – Delegates identify a work-related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

IMPACT™ Coaching – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™ Project**. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

Workshop Agenda – DAY ONE

WELCOME

Introduction And Course Objectives

Agenda begins with the introduction of course objectives, materials, methodology and pedagogy. Instructor will include the introduction of delegates through icebreaker activity

The Difference Between 'Good' And 'Excellent'?

You may have been a manager for some time, but what makes you stand out from the rest? Find out your current personal style and what it means to you and your team. Complete a managerial assessment to find out your managerial style and how to benefit from the assessment results specific to their workplace.

The Value Of Strategy

Key skills in this segment are reviewing and implementing the business strategy. Understanding the importance of communicating the business values, mission and vision. How to build an achievement driven people focused business culture. Overview of management and leadership best practice.

LUNCH

Engaging and Understanding Your People

Key skills in this segment are engaging and motivating staff. through coaching to lead them to better performance. Overview of constructive, passive defensive and aggressive defensive behaviors and their impact on business results. How to build an achievement driven people focused business culture where people love to do their best.

Building A High Performing Team

Essential knowledge for every manager: How to build a team that performs well. Team development, team dynamics, psychometrics to understand team behavior, effective team-based communication, and essentials for high performing teams are integral components to the workshop.

CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day two.



INNESSKIRK GLOBAL

Providing Solutions with IMPACT™

Workshop Agenda – DAY TWO

WELCOME

Advanced Communication & Influencing Skills

Learn how to be a master communicator! Learn why it's not enough to just put your message across...it's just as important to understand the other person's point of view. The advanced manager has the skills and techniques to influence and persuade elegantly and with passion! Armed with this knowledge, you'll know how to get the best out of them.

Managing and Preventing Conflict

Managing conflict on a one-on-one basis, as well as managing conflict between team members. Learn communication and process techniques to be able to handle virtually any conflict situation that may arise.

LUNCH

Performance Management and Delegation Skills

Managing time and juggling workload are difficult tasks. Understanding how to effectively delegate work and manage performance. Essential elements of a performance management system. Human Resources responsibilities of managers. .

Managing Change

Change management is all about taking the right steps to assist people to positively adapt to change. Essential change management steps and how to prepare for change. Creating a change management plan

How To Manage Meetings Effectively

Effective meeting skills is a core requirement of advanced managers. Many managers however fail in this essential skill. A review of the most important items to manage meetings efficiently.

CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day three.

Workshop Agenda – DAY THREE

WELCOME

Analyzing Situations, Solving Problems And Decision Making

The goal of management is all about motivating people to accomplish goals. The Innesskirk instructor reviews different ways to analyze situations, solve problems and make effective decisions to accomplish the desired results.

Dealing With Stress Effectively

Every manager has deadlines and experiences various levels of stress. We discuss the main causes of work-related stress and how to effectively manage using stress-relieving tools and techniques.

LUNCH

Negotiating Skills For Managers

Learn how to negotiate with direct reports and staff. Understand negotiation tools and techniques which deliver a positive, high performance approach to management.

Understanding Organization Culture

Learn how to change the culture within the organization and move to a constructive achievement focused business culture. Constructive cultures are a result from positive, high performance approach to management.

Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information acquired during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.



INNESSKIRK GLOBAL

Providing Solutions with IMPACT™