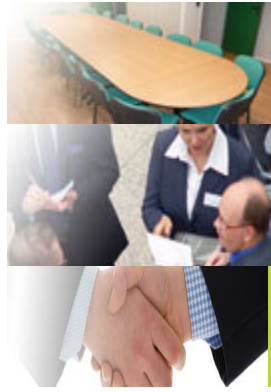


Team building / management

2 days
ENG02



Objectives

Handle the basics of a team manager's behaviors

Prerequisites

None

Who should attend

People who wish to manage teams: middle management, executives, managers...

Course principles

Interactive methodology.
Presentations
Exercises and role play

Follow-up

Post-training level evaluation

1. Improve team communication.

- Communication process.
- Oral and non-verbal communication.
- Rephrasing / Active listening.

2. Handle emotions and conflicts.

- Control your emotions.
- Keep a professional behavior under all circumstances.
- Conflict origins and consequences.
- Shared understanding and disagreement. The stages leading to conflict.
- Accept the situation. Identify frictions. Handle tense situations and mobilize resources in order to defuse conflict.

3. The role of the team leader.

- Place and role of the leader within the team.
- Team leading.
- Delegation and control.
- Situational management

4. Team leading

- Management tools
 - Briefing.
 - Delegation.
 - Negotiation.
 - Evaluation interview.
 - Problem solving.
 - Discussion / Decision making.
- Situational exercises