Managing Skills for Non-Managers

Course Summary

Description

Learn how to inspire, influence and motivate people to accomplish important goals - when you have no formal direct reporting authority over them. Managing people when they don't report to you can be tough. How do you deliver feedback? How do you hold people accountable? How do you keep them on track? How do you arrive at consensus? How do you mediate conflict? In this highly interactive and practical program, you'll get the skills and knowledge you need to help work colleagues perform at their best.

Objectives
At the end of this course, students will be able to:

- Lead without formal authority
- Build high performing teams
- Manage emotions
- Minimize conflict
- Maximize cooperation
- Inspire others
- Deliver performance feedback
- Meet project deliverables
- Manage workload

Topics

- Create meaningful goals
- Cooperation and Consensus
- Accountability
- Conflict

Audience

This course is designed for anyone whose work requires them to lead people who don't formally report to them.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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