



# People, Leadership and Change

## Exercising Your Key Role

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### Course Description

People, Leadership and Change introduces the basic elements of effective people management vital to success in times of constant change. Managers will examine their key role in leading (motivating, coaching, developing and empowering) their employees to greater heights of personal and organizational effectiveness.

### Target Audience

Managers at all levels who work with and through others to get things done. This workshop is not appropriate for those who do not manage other people.

### Objectives

Participants will learn to:

- recognize their management strengths and weaknesses
- diagnose the needs of their employees in different situations and apply appropriate leadership styles
- solicit employee input for better problem-solving and more productive job design
- set appropriate standards and targets
- give and receive constructive feedback
- implement continual performance review procedures
- coach employees and overcome their resistance to change
- create action plans for continuous staff development
- delegate with confidence.

### Method

A combination of assessment instruments, individual and group exercises, role plays, simulations and video presentations, the session is very participative and action-oriented.

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Duration of the session: 2 days  
Number of participants: 12 maximum  
Working language: English, French and Spanish



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