

Managing Skills for Non-Managers - Level 1

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no. 200-16

Duration 1.00 day(s) | 6:00 hours ¹

Website link <https://pmctraining.com/training/managing-skills-for-non-managers-level-1/>

How to Lead People That Don't Report To You

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 workshop, you'll get the skills and knowledge you need to help work colleagues perform at their best.

Learning outcomes

At the end of this workshop, you 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

Workshop topics

Inspire, Influence and Motivate

- Create meaningful goals
- Track and celebrate progress
- Establish team priorities

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Use praise

Cooperation and Consensus

- Establish team member dependencies
- Encourage dialogue
- Decision making – command, consult and consensus

Accountability

- Deliver feedback
- Establish performance standards
- Create a climate of self-reflection
- Use politics

Conflict

- Stop taking things personally
- Manage triggers
- Circle back

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Anyone whose work requires them to lead people who don't formally report to them.