



## Training Topics:

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### **The Mindset of a Leader:**

- Dealing with former peers
- The characteristics of an effective leader
- The responsibilities of a manager
- 'Thinking like a manager'

### **Managing Up and Managing Down:**

- Managing team members
- Managing managers

### **Coaching and Development:**

- The importance of coaching and feedback
- Phases of Coaching
  - Preparation
  - Engagement
  - Constructive Feedback
  - Action plans for improvement
  - Follow Up

## Training Hours:

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The duration of the training program will be 3 to 6 hours based on the needs of each client.

## Training Methodology

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### **Our delivery methodology will include:**

- Role Play Simulations
  - Based on real-life scenarios participants face
  - Role play scenarios will be simulated based on the challenges that the participants face on a regular basis
  - All participants will be involved
  - Feedback from the facilitator as well as peers will be used as learning tools



# Managerial Skills



- Interactive Polls
- Instructor Led Training / Group Coaching
- Breakout Rooms
- Group Discussions