



MANAGING SKILLS FOR NON-MANAGERS

Gain Commitment - Get Results!
Learn how to lead when you're not the boss.

[Register](#)

OVERVIEW

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.

Program Topics

Inspire, Influence and Motivate

- *Create meaningful goals*
- *Track and celebrate progress*
- *Establish team priorities*
- *Use praise*

Accountability

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

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*

Cooperation and Consensus

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

Conflict

- *Stop taking things personally*
- *Manage triggers*
- *Circle back*

Who Should Attend?

People who lead projects, initiatives, or groups but do not have formal managerial authority.

COURSE LENGTH

Managing Skills For Non-Managers is designed as a 1-Day Course.

