

Management Skills for NGOs

~ Part II: Managing Your Team ~

Brussels, 9th December 2011

You have been given the responsibility of managing or supervising others in your organisation. You are expected to be able to pull your team together and make them work efficiently towards a common goal. However, you have some concerns: you wonder how to get the best performance out of people; how to motivate them without making them feel that you are just giving instructions to them; how to feel confident about delegating work and making sure it is done; and how to do all that while keeping a positive atmosphere in your team. This training addresses all of these issues and more, equipping you with practical tools and the right mindset to be the most effective manager possible.

Objectives

This workshop will help you develop the right mix of management and communication styles to develop and motivate your staff, and get the most from your team. You'll learn how to transform resistance into support and ensure your people's values and organisational goals are in harmony. The workshop will also cover some of the most common pitfalls to be avoided. The programme will be highly interactive, including elements of self-analysis.

After the course, you will:

- Learn how to deal with different people and inspire the best performance from them
- Ensure your staff are doing what they are best suited to do
- Improve communications with the people you manage, and within their teams
- Be able to better set individual goals and objectives for each staff member
- Be able to identify individual development needs
- Understand the 'what' and 'when' of delegation
- Know how to delegate effectively

Course Programme

Time	Day 1
9:00	<ul style="list-style-type: none">• Welcome and introductions• Objectives and expectations• Confidentiality• Agenda
9:15	<ul style="list-style-type: none">• Performance Management• Accountability
10:30	Break
10:45	<ul style="list-style-type: none">• Motivation• Giving and receiving performance feedback
12:30	Lunch
13:30	<ul style="list-style-type: none">• Leadership Styles
15:30	Break
15:45	<ul style="list-style-type: none">• Delegation: how to “ask” instead of “tell”
17:30	<ul style="list-style-type: none">• Wrap-up and closing

Participants

This course is suitable for employees and managers alike. It is open to all those working in the non-profit sector who are seeking to become more effective, want to build better relationships, and help their organisation succeed.

Training Methodology

Our training approach is highly practical, participatory and often fun! We focus on real issues and help participants to use the techniques covered, rather than just discuss them. Our training methodology is encapsulated in the phrase: “Never teach participants what they can learn for themselves.”

The course will be carried out in a small group size of 10 participants maximum to guarantee accessibility and an interactive learning environment. A variety of learning methods are employed to stimulate interest and meet the differing learning styles of participants – including real projects, numerous practical examples, and group exercises. We don’t use PowerPoint in our courses, preferring more interactive and engaging approaches to facilitating learning. Courses are supported by extensive materials for participants to take away and apply after the course, including a detailed course manual. We also offer a free follow-up service by email, phone and through our online forum to all trainees.

About the Trainer

Cate Valentine has 15 years of professional experience in Human Resources, helping organisations maximize the contribution of their people. Her experience spans several industries, countries and cultures. She has worked in both generalist and specialist roles across the Human Resources value chain, including: recruitment and selection, people development, engagement and alignment (career and performance management) and transition (change management, outplacement).

Practicalities

Place: Brussels

Date: 9th December 2011, from 9:00 to 17:30

Venue: Mundo-B, Rue d' Edimbourg 26, Brussels (www.mundo-b.org)

Organiser: inProgress (www.inprogressweb.com)

Fee: 250 Euro (+21% VAT). Rates include all training materials, documents, and refreshments.

Registration: Send an e-mail to training@inprogressweb.com. The course will be filled on a first-come, first-served basis up to a maximum of 10 participants. Please sign up early to ensure a space in the training.