

MASTERING MANAGEMENT SKILLS WITH INFLUENCE AND IMPACT

Course Code: 100964

Learn the keys to effectively managing people in organizations.

This dynamic, full-day course will help you gain an understanding of the basic fundamentals of becoming an effective manager for your team.

The world of business is increasingly becoming centered about the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. In order to perform the job well, the manager must understand the different roles of everyone involved in the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface.

What You'll Learn

Upon successful completion of this course, students will be able to:

- determine the roles that a manager must fill on a team, and explore the key areas of personal development.
- Discover how to detect silent messages through body language and other means of nonverbal communication. You will also bolster your listening skills through active listening.
- discover ways of identifying problems, prioritizing problems, and implementing solutions effectively.
- empower your workgroup through delegation and coaching.
- discover the stages of team development and examine the need for regular team meetings.

Who Needs to Attend

Any individual that wants to learn more about management and being a manager.

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VIRTUAL CLASSROOM LIVE

\$1,945 CAD

2 Day

Virtual Classroom Live Outline

Lesson 1: Developing as a Manager

- Topic 1A: The Role of an Effective Manager
- Topic 1B: Personal Skills Development

Lesson 2: Communicating Successfully

- Topic 2A: Speak Without Talking
- Topic 2B: Manage Better By Listening
- Topic 2C: Assert to Achieve

Lesson 3: Creating Successful Solutions

- Topic 3A: Identify the Core Problem
- Topic 3B: Solve Problems Creatively
- Topic 3C: Implement Solutions Decisively

Lesson 4: Empowering Your Workgroup

- Topic 4A: Delegate For Results
- Topic 4B: Coach for Achievement
- Topic 4C: Evaluate Staff Performance

Lesson 5: Cultivating Great Teams

- Topic 5A: Create an Invincible Team
- Topic 5B: Inspire Team Success
- Topic 5C: Team Briefings for Success
- Topic 5D: Resolve Conflicts Positively

- Appendix A: Project Roles
- Appendix B: Updated Team
- Appendix C: Delegating for Results—Task List
- Appendix D: Email Conflict

Mar 2 - 3, 2026 | 10:00 AM - 3:00 PM EST

Jun 1 - 2, 2026 | 10:00 AM - 3:00 PM EDT



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PRIVATE GROUP TRAINING

1 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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