

MASTERING MANAGEMENT SKILLS WITH INFLUENCE AND IMPACT

Course Code: 100964

Build confidence, influence, and leadership presence needed to manage effectively and drive results.

Effective management today requires more than overseeing tasks, it requires the ability to influence, inspire, and drive performance. Managers are expected to lead diverse teams, communicate clearly, and create an environment where accountability and engagement thrive. This course equips participants with the essential skills to manage with confidence and lead with impact.

Participants will learn how to strengthen their leadership presence, communicate with clarity, and influence others without relying solely on authority. Through practical strategies and real-world application, this course helps managers build trust, navigate challenges, and motivate their teams to achieve stronger results.

What You'll Learn

By the end of this course, you will be able to:

- Demonstrate key management and leadership skills for today's workplace
- Communicate with clarity and confidence to influence others
- Build trust and credibility with team members
- Apply strategies to motivate and engage employees
- Use influence rather than authority to drive results
- Provide effective feedback and guidance
- Navigate challenging situations with professionalism and impact.

Who Needs to Attend

- New and emerging managers
- Experienced managers seeking to strengthen their leadership skills
- Team leaders and supervisors
- Project managers
- Anyone responsible for managing or influencing others

Prerequisites

Some experience in a leadership, supervisory, or team environment is beneficial

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VIRTUAL CLASSROOM LIVE

\$1,895 CAD

2 Day

Virtual Classroom Live Outline

Module 1. The Role of the Modern Manager

- Shifting from individual contributor to leader
- Key responsibilities of effective managers
- Leading with influence vs. authority

Module 2. Building Leadership Presence

- Communicating with confidence and clarity
- Establishing credibility and trust
- Demonstrating professionalism and consistency

Module 3. Influencing Others Effectively

- Understanding influence styles
- Adapting communication to different individuals
- Gaining buy-in and commitment

Module 4. Driving Team Performance

- Setting clear expectations
- Creating accountability and follow-through
- Supporting and developing team members

Module 5. Communication and Feedback

- Delivering clear and constructive feedback
- Active listening and effective questioning
- Managing difficult conversations

Module 6. Motivating and Engaging Teams

- Understanding what drives engagement
- Recognizing and reinforcing positive behaviors
- Creating a positive team environment

Module 7. Managing Challenges with Impact

- Handling conflict and resistance

- Making decisions under pressure
- Maintaining composure and professionalism

Module 8. Action Planning and Application

- Identifying personal leadership strengths and gaps
- Creating a plan for continued development
- Applying skills to real workplace situations

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

Dec 3 - 4, 2026 | 10:00 AM - 3:00 PM EST



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PRIVATE GROUP TRAINING

1 Day

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Date created: 6/3/2026 3:04:28 PM

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