

# AMA2295 SUCCESSFULLY MANAGING PEOPLE

Course Code: 2697

Move your team to higher performance.

Are you ready to develop a high-performance team and get more done? Resolve team conflict using emotional intelligence and get more from your team by adapting your management style to every situation.

## What You'll Learn

- Appreciate How the Role of Manager Has Changed in Modern Times
- Understand the Role of Values in Managing People
- Adjust Your Management and Personal Styles to the Needs of Different Situations
  - ☒ Adopt the Approach Needed to Motivate Different People in Different Situations
- Use Effective Feedback to Deal with Difficult People
- Delegate Tasks in Ways That Develop Your People
- More Effectively Resolve Conflict
- Understand How Your Organization's and Workgroup's Culture Shapes the Behavior of the People with Whom You Work
- Practice the Principles of Emotional Intelligence to Achieve Greater Effectiveness
- Appreciate How Good Ethics Is Good Business

## Who Needs to Attend

Managers and individuals with management responsibilities whose success depends on managing people successfully through clear communication, a cooperative attitude, and commitment to shared goals.

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CLASSROOM LIVE

\$3,765 CAD

3 Day

## Classroom Live Outline

### 1. The Experience of Being a Manager

- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

### 2. Values

- Values and their impact on work life
- How values can have productive and non-productive results
- Identify value conflicts in yourself and in others

### 3. Personal Styles

- Determine your own personal style profile
- Gain insight into the strengths and limitations of your profile
- Use behavioral clues to determine others' personal styles
- How to work more effectively with other personal profiles

### 4. Motivation

- Employee motivation factors and their impact on behaviors and work settings
- How to tailor your motivational efforts to individual employees and different situations  
Listening, Body Language, Giving Feedback, and Dealing with Difficult People
- Use active listening to gain information and understand employees' perspectives
- Effectively apply positive and corrective feedback
- Use appropriate values alignment when dealing with difficult employees

### 5. Conflict

- The dimensions of conflict resolution
- Identify your own preferred conflict-resolution styles for better conflict

management

- Use different conflict resolution styles in different situations

## **6. Delegation**

- Different delegation styles: How and when to use them
- Determine the appropriate delegation style for employees and situations

## **7. Understanding Organizational Culture and Subculture**

- The impact of organizational culture and subculture and “cultural blinders”
- Explore the assumptions that impact your team’s thinking and actions
- Identify and build on the strengths of your team’s culture

## **8. Emotional Intelligence**

- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy

## **9. Ethical Leadership**

- Identify your group’s values
- Your vision for ethical leadership

## **10. Action Planning**

- Develop a specific plan for applying what you’ve learned back on the job
- Identify people who can support your action plans

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VIRTUAL CLASSROOM LIVE

\$3,765 CAD

4 Day

## Virtual Classroom Live Outline

### 1. The Experience of Being a Manager

- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

### 2. Values

- Values and their impact on work life
- How values can have productive and non-productive results
- Identify value conflicts in yourself and in others

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May 19 - 20, 2025 | 10:00 AM - 6:00 PM EDT

Jun 12 - 13, 2025 | 9:00 AM - 5:00 PM EDT

Jun 23 - 24, 2025 | 10:00 AM - 6:00 PM EST

Jul 7 - 10, 2025 | 2:00 - 6:00 PM EDT

Jul 21 - 22, 2025 | 9:00 AM - 5:00 PM EDT

Aug 7 - 8, 2025 | 9:00 AM - 5:00 PM EDT

Aug 19 - 20, 2025 | 10:00 AM - 6:00 PM EDT

Sep 4 - 5, 2025 | 9:00 AM - 5:00 PM EDT

Sep 22 - 23, 2025 | 10:00 AM - 6:00 PM EDT

Oct 9 - 10, 2025 | 9:00 AM - 5:00 PM EDT

Oct 20 - 21, 2025 | 9:00 AM - 5:00 PM EDT

Nov 6 - 7, 2025 | 10:00 AM - 6:00 PM EST

Nov 18 - 19, 2025 | 9:00 AM - 5:00 PM EST

Dec 8 - 9, 2025 | 10:00 AM - 6:00 PM EST

Dec 16 - 17, 2025 | 9:00 AM - 5:00 PM EST

Jan 12 - 13, 2026 | 9:00 AM - 5:00 PM EST

Feb 2 - 3, 2026 | 9:00 AM - 5:00 PM EST

Feb 18 - 19, 2026 | 11:00 AM - 7:00 PM EST



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PRIVATE GROUP TRAINING

3 Day

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