

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

\$2,895 USD

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

Feb 12 - 13, 2026 | 9:00 AM - 5:30 PM | SAN FRANCISCO, CA

Feb 24 - 25, 2026 | 9:00 AM - 5:30 PM | CHICAGO, IL

Mar 11 - 12, 2026 | 9:00 AM - 5:30 PM | WASHINGTON, DC

Mar 19 - 20, 2026 | 9:00 AM - 5:30 PM | NEW YORK CITY, NY

May 7 - 8, 2026 | 9:00 AM - 5:30 PM | SAN FRANCISCO, CA

May 18 - 19, 2026 | 9:00 AM - 5:30 PM | ATLANTA, GA

Jun 4 - 5, 2026 | 9:00 AM - 5:30 PM | CHICAGO, IL

Jun 29 - 30, 2026 | 9:00 AM - 5:30 PM | NEW YORK CITY, NY

Jul 13 - 14, 2026 | 9:00 AM - 5:30 PM | WASHINGTON, DC

Aug 13 - 14, 2026 | 9:00 AM - 5:30 PM | SAN FRANCISCO, CA

Sep 1 - 2, 2026 | 9:00 AM - 5:30 PM | CHICAGO, IL

Sep 10 - 11, 2026 | 9:00 AM - 5:30 PM | NEW YORK CITY, NY

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VIRTUAL CLASSROOM LIVE

\$2,895 USD

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

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

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

Mar 12 - 13, 2026 | 9:00 AM - 5:00 PM EDT

Mar 25 - 26, 2026 | 9:00 AM - 5:00 PM EDT

Apr 9 - 10, 2026 | 9:00 AM - 5:00 PM EDT

Apr 20 - 21, 2026 | 10:00 AM - 6:00 PM EDT

May 7 - 8, 2026 | 9:00 AM - 5:00 PM EDT

May 18 - 19, 2026 | 9:00 AM - 5:00 PM EDT

Jun 8 - 9, 2026 | 9:00 AM - 5:00 PM EDT

Jun 23 - 24, 2026 | 10:00 AM - 6:00 PM EDT

Jul 8 - 9, 2026 | 9:00 AM - 5:00 PM EDT

Jul 20 - 21, 2026 | 10:00 AM - 6:00 PM EDT

Aug 11 - 12, 2026 | 9:00 AM - 5:00 PM EDT

Aug 24 - 25, 2026 | 10:00 AM - 6:00 PM EDT

Sep 10 - 11, 2026 | 9:00 AM - 5:00 PM EDT

Sep 22 - 23, 2026 | 10:00 AM - 6:00 PM EDT

Oct 8 - 9, 2026 | 9:00 AM - 5:00 PM EDT

Oct 21 - 22, 2026 | 9:00 AM - 5:00 PM EDT

Nov 5 - 6, 2026 | 10:00 AM - 6:00 PM EST

Nov 17 - 18, 2026 | 9:00 AM - 5:00 PM EST



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PRIVATE GROUP TRAINING

3 Day

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

Date created: 1/21/2026 8:03:32 AM

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