

Team management – level I + II

#1 How to keep employees motivated? Principles and practical techniques – motivating 3.0

You will discover the power of psychology of motivation, learn and receive practical tools that will help you keep your employees' motivation at the highest level:

- 10 of the strongest universal, preventive non-financial incentives, stronger than a raise,
- What is the importance of the needs in motivating and how to use them in motivating? **Maslow and Herzberg theory** with a practical tool for its application,
- **How to motivate generation X/Y/Z (Millennials)?**
- How to regularly check the level of motivation and react on an ongoing basis to prevent its decline? Practical tool: **Motivation Matrix™**,
- What is **Motivation 3.0** and why does the „carrot and stick" model no longer work?
- **What rewards to use** and how to use them in order not to lose employee motivation.

#2 How to manage a team and what management style to choose?

- **Situational management by Hersey'a-Blanchard** – how to recognize the maturity of an employee to optimally match the management style, tools and techniques:
 - R1 – enthusiastic rookie,
 - R2 – disappointed adept,
 - R3 – competent-careful practitioner,
 - R4 – an independent expert,
- How to match the targeting style to the situation and the employee:
 - styles by Blake-Mouton ,
 - styles by Hersey-Blanchard.

What you will learn in the workshop:

- **Motivating, inspiring and engaging the employee** (non-financially)
- **Enforce** assigned tasks and **discipline** recalcitrant workers,
- **Delegating** goals and tasks,
- Fair accounting and assessment of the employee,
- **Building the image of a leader**,
- **Developing an employee** and making them independent in their development,
- **Building a cooperating team** and supporting each other in achieving common goals.

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#3 From feedback, through supporting development, to enforcing and disciplining a reluctant employee

You will learn to provide your employees with constructive feedback, based on both the so-called clean feedback, as well as on the elements of the so-called feedforward. You will learn to escalate your techniques to the most powerful when your previous requests, tips, questions and feedback have failed!

- **Feedback** - how to talk to an employee to gently draw his attention to "development" areas? I will teach you some powerful techniques that, when properly understood and applied, bring the desired results,
- **Feedback with feedforward elements**
 - when you want to provide appreciative feedback or when you want to accelerate positive changes and the feedback itself is not enough: the ZFPUP technique,
- **A recovery program for a subordinate** - a practical tool and tips for the most difficult situations,

- **Development conversation** and questions building responsibility and proactivity on the part of the employee - practical tips and techniques,
- Your employee does not follow orders? Refuses? Or he says he will do something and not do something? In your real professional situations, I will show you the most effective **techniques of enforcement and discipline** in difficult situations. Everyone will practice these techniques from the perspective of the boss and the "disciplined" one, experiencing their effectiveness: **4AS™** - an advanced proprietary technique that you will take care of and your relationship with.

We conduct the training in the formula:

- ✓ stationary
- ✓ on-line
- ✓ hybrid - MIX

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#4 Delegating, accounting and efficiency assessment

1. Errors in Delegating

You will see what mistakes 90% of managers make in the process of setting goals using goal setting sheets (eg. MPD, MPO, IPD, etc.), as a result of which the process is a parody and periodic evaluations are unfair.

2. How to delegate, that is:

- **How to plan the division of tasks to relieve yourself of operational work** - two practical tools that will help you in this: **the 4GROW™** delegation model and **6 Levels of Delegation** according to Harvey Sherman;
 - **What language and phrases to use for delegating, depending on the effect you want to achieve, the employee's competences and your relationship** - elements of neurolinguistics in posting.
3. SMART is not everything. You will learn about our original SMART-UP model and discover **how to set goals** (and tasks) for employees:

- at the operational and managerial level,
 - learner and specialists / experts,
 - creative and template,
 - committed and lazy.
4. How to settle and evaluate:
- What criteria should be used in accounting and evaluation to make it fair,
 - How to determine objective and measurable success indicators?
 - How can a fair assessment be motivation to improve?
 - You will learn an extremely simple, effective and practical tool that will help you conduct periodic assessment interviews - thanks to this technique, your employees will be sure of a fair assessment. Additionally, this tool will help you diagnose the competences / talents of your subordinates.

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#5 The role of the manager in managing the team

Employee management is a process and a cycle at the same time - in order for a leader to be able to provide his organization with the effective work of his subordinates, he should have time to perform 4 basic managerial functions:

1. Organization,
2. Delegation,
3. Motivating,
4. Accounting,

- In addition, the tools and techniques that you practice and receive "to go" will help you counter the **Five**

Dysfunctions of Teamwork (according to Patrick Lencioni's model) such as: lack of trust, fear of conflict, lack of commitment, responsibility and care for results. You will learn more tools for building effectively cooperating, united teams at the 2nd level of training.

- Throughout the training, the trainer will pay attention to your language and body language in the context of building the authority of the leader - **neurolinguistics is a powerful knowledge** that will help you consciously use words!

During the training, you will learn techniques and tools that will help you in carrying out the above functions and will also constitute the entire employee management cycle, which is also a clamp that binds all elements of the training:

1. Defining goals and tasks,
2. Researching the needs, motivators and demotivators of the employee,
3. Delegating tasks and responsibilities,
4. Monitoring the implementation of tasks and adequate to the level of employee competences, support in the implementation of tasks,
5. Enforcement based on performance indicators,
6. Assessment of the level of project / task implementation and employee effectiveness,
7. **Summary** - periodic interview and setting a development path.

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#6 Leadership - building team unity and managing by values

Did you know that the newest and most effective model is **Management By Values (MBV)**?

Management by Objectives (**MBO**) is not enough to maintain effective and committed teams in the long term. Learn about the tools and techniques for management by values, thanks to which:

- you will activate employees'; **self-reflection, commitment and motivation**,
- you will strengthen responsibility and trust in the team;
- you will build **the unity of the team, even based on its diversity!**
- **you will discover how management by values is related to motivation** - thanks to this knowledge, you will be able to conduct motivating conversations in the most difficult situations,
- you will get and practice the advanced **4GROW™ Non-Financial Motivation Algorithm**, which will help you step by step to lead a conversation in the management model by values with the employee:
 - uninvolved (e.g. packs up ahead of schedule, works at maximum 100%, does not take initiative, etc.)
 - with expectations (e.g. they want a raise, a promotion, other projects, a different change, a new car, etc.)
 - demotivated (works below 90% of power, complains, spoils the atmosphere, refuses to complete tasks, etc.)
- How to manage a conflict in a team? You will discover how to conduct a conversation with employees in conflict so as to help them build an agreement without solving problems for them - you will learn about **our proprietary POWAPRO™ algorithm**,
- **Team unity** - you will discover simple ways to conduct meetings that unite your team - strengthening cooperation, open communication, respect, "playing to one goal" and developing the effectiveness of the entire team,
- During the training, you will get at hand **and experience practical tools for working with values in the team** - they will help you conduct motivational meetings, moderate team meetings, conduct conversations about values during recruitment meetings and - in development discussions with subordinates.

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#7 Leadership - the ability to inspire and develop others

- **Vision** - the most powerful motivator used by the greatest leaders - in Poland usually hangs only on the wall. How to use a vision to get its power to motivate to action?
- **How to use psychology to strengthen responsibility, independence and healthy relationships in a team?** You will discover the Transaction Analysis model (according to E. Bern) in team relations and the importance of the Dramatic Triangle (according to Karpaman) in building effective teams.
- **Coach's tools in the hands of the manager:**
 - techniques that trigger commitment through values,
 - techniques based on changing beliefs,
 - questions triggering responsibility and a sense of influence
- You will learn techniques based on the psychology of emotions, thanks to which you will build the authority of a leader - a leader who develops, changes, motivates and inspires!



**Have any questions?
Feel free to contact us.**

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