

# Team management level I and II

## #1 How to keep employees motivated? Principles and practical techniques - motivation 3.0

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

- 10 strongest universal, preventive **non-financial motivators**, stronger than a raise,
- What is the importance of needs in motivating and how to use them in motivating? **Maslow and Herzberg's theory** along 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 it from decreasing? Practical tool: **Motivation Matrix™**,
- What is **Motivation 3.0 ?** and why does the "carrot and stick" model no longer work?
- **What rewards and how to use them** so as not to lose employee motivation?

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

You will learn to provide your employees with constructive feedback, based both on the so-called pure feedback, as well as elements of the so-called feedforward. You will learn to escalate your techniques to the strongest ones 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 used, will bring the desired results.
- **Feedback with feedforward elements** – when you want to provide appreciative feedback or when you want to accelerate positive changes and feedback alone is not enough: the ZFPUP technique.
- Does your employee not follow orders? Refuses? Or he says he will do something and doesn't do it? In your real professional situations, I will show you the most effective **enforcement and discipline techniques** in difficult situations. Everyone will practice these techniques from the perspective of the boss and the "disciplined" and experience their effectiveness: 4AS™ - an advanced original technique that you will take care of implementation and the relationship.
- **Recovery program** for subordinates - a practical tool and tips for the most difficult managerial situations.
- **Development interview** and questions building responsibility and proactivity on the employee's side - practical tips and techniques.

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## #3 Delegating, settling and assessing effectiveness

- Delegation errors

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

- How to delegate, i.e.:
  - how to plan the division of tasks to relieve yourself of operational work - two practical tools that will help you with this: the **4GROW™ delegation model** and **6 Levels of Delegation according to Harvey Sherman**;
  - what language and phrases to use for delegation, depending on the effect you want to achieve, the employee's competences and your relationship - elements of neurolinguistics in delegation.
- SMART is not everything. You will learn our original SMART-UP model and discover **how to set goals** (and tasks) for employees:
  - at the operational and managerial level
  - learners and specialists/experts
  - creative and formulaic
  - committed and lazy

- **How to settle and evaluate**

- What criteria should be adopted for settlement and evaluation to make it fair?
- How to determine objective and measurable success indicators?
- How to motivate to improve with a fair assessment?
- You will learn an extremely simple, effective and practical tool that will help you conduct periodic evaluation conversations - thanks to this technique, your employees will be sure of a fair evaluation. Additionally, this tool will help you diagnose the competences/talents of your subordinates.

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

- Situational management according to Hersey -Blanchard - how to recognize an employee's maturity to optimally match the management style, tools and techniques:
  - R1 - enthusiastic newcomer
  - R2 - disappointed adept
  - R3 - competent-careful practitioner
  - R4 - independent expert
- How to match your management style to the situation and employee:
  - styles by Blake- Mouton
  - styles by Hersey -Blanchard

## #5 The role of the manager in team management

- Employee management is both a process and a cycle - in order for a leader to ensure the effective work of his subordinates in his organization, he should have time to perform 4 basic managerial functions:
  - about organizing
  - d delegation
  - m motivating
  - settlement

- During the training, you will learn techniques and tools that will help you perform the above functions and will also make up the entire employee management cycle, which is also the link that connects all the training elements:
  - Defining goals and tasks
  - Research on employee needs, motivators and demotivators
  - Delegating tasks and responsibilities
  - Monitoring the implementation of tasks and support in the implementation of tasks adequate to the employee's competence level
  - Enforcement based on performance indicators
  - Assessment of the level of project/task implementation and employee effectiveness
  - Summary – periodic conversation and setting a development path

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## #6 Leadership – building team unity and managing through values

Did you know that the newest and most effective model is Management **By Values (MBV)**? Management by objectives (**MBO**) **alone** is not enough to maintain effective and engaged teams in the long term. Learn tools and techniques for value-based management that will help you:

- **self-reflection, commitment and motivation** in employees ;
- you will strengthen **responsibility and trust** in the team;
- You will build **team unity, even based on its diversity** !

You will discover the connection between values management and motivation - thanks to this knowledge, you will be able to conduct motivating conversations in the most difficult situations. You will receive and practice **the advanced 4GROW™ Non-Financial Motivation Algorithm** , which will help you conduct a step-by-step conversation in the values-based management model with an employee:

- disengaged (e.g. packs ahead of time, works at maximum 100%, does not take the initiative, etc.)
- setting expectations (e.g. wants a raise, promotion, other projects, another change, new car, etc.)
- demotivated (works below 90% of capacity, complains, spoils the atmosphere, refuses to perform tasks, etc.)

- How to manage conflict in a team? You will discover how to conduct a conversation with employees in conflict to help them build understanding without solving problems for them - you will learn our proprietary **POWAPRO™ algorithm**
- **Team unity** - you will discover simple ways to conduct team-unifying meetings - strengthening cooperation, open communication, respect, "playing for one goal" and developing the effectiveness of the entire team.

During the training, you will receive and experience practical tools for working with values in a team - they will help you conduct motivational meetings, moderate team meetings, conduct conversations about values during recruitment meetings and - in development conversations with subordinates.

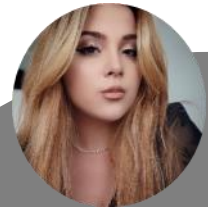
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## #7 Leadership – the ability to inspire and develop others

- Vision - the most powerful motivator used by the greatest leaders - in Poland usually hangs only on the wall. How to use a vision to extract from it the power to motivate action?
- How to use psychology to strengthen responsibility, independence and healthy relationships in the team? You will discover the Transactional 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 manager's hands:
  - 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 in a non-invasive way!

Additionally, the tools and techniques that you will practice and receive as a takeaway will help you counteract **the Five Dysfunctions of Teamwork (according to Patrick Lencioni's model )**, such as: lack of trust, fear of conflict, lack of commitment, responsibility and attention to results. You will learn more tools for building effectively cooperating, united teams at level II of the training.

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



Do you have any questions?  
Please contact me

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