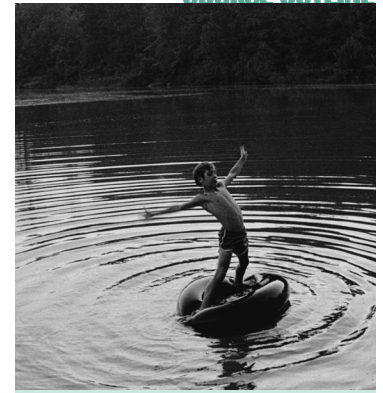


## Achieving Success Through People

Most managers got where they are because they were successful in achieving success as an individual contributor. But success as a manager depends on an entirely different skillset and perspective. Being an effective manager is about enabling your team's potential. To get the most out of your team, you have to be able to connect and interact effectively with others and be highly attuned to your own behavior and attitudes in various working conditions. This workshop will explore the essential relationship-building skills and strategies managers must master to achieve success through people. They'll learn skills for managing stress, building awareness of others' feelings, and how to express interest and concern effectively and productively. By discovering how to create alliances, reconcile different work styles, and maintain self-confidence in the midst of criticism and setbacks, participants will leave with the skills and mindset to greatly increase the output, reputation, and results their team achieves.



**DURATION:**  
Traditional - 2 days.  
Virtual - 16 hours.

**CAPACITY:** 20 people.

**WHO SHOULD ATTEND:** anyone who manages a team of people and needs to get the best out of them in order to achieve organizational success.

**PREREQUISITES:** none.

**PDUs:** 14 credits.

### FEATURES

- Our facilitators bring real-world experience to every workshop.
- Participants will be led, not lectured, through a combination of presentations and hands-on exercises.
- Participants will experience practical and immediately useful techniques that they will be able to incorporate into existing projects to maximize skill transfer.
- Our workshops provide an experiential environment where participants can take risks and make adjustments based on their results so they're prepared to manage work and outcomes successfully back on the job.

### DISCOVER HOW TO

- Build important alliances across the business to ensure that there will be others to help the next time there is a crisis.
- Recognize how success is dependent on the emotions of team members and customers, and be able to take steps to manage those feelings.
- Learn how to refine style to match different kinds of communications, from one-on-one with subordinates and supervisors to company networking opportunities.
- Avoid the "stressed-out manager" syndrome using simple methods for accommodating day-to-day management pressures.

## OUTLINE SUMMARY

### **Management and the four relationships**

- Linking organizational success to team and customer relationships.
- The four big relationships.

### **Taking initiative to build relationships**

- Your inclination to build relationships.
- Tips for increasing your “network neighbors”.
- Maintaining balance in taking initiative.

### **Developing greater awareness of how others feel**

- How the emotions of others affect your success.
- The pitfalls of being unaware.
- The four basic feelings.
- Tools for reading others’ emotions.

### **Expressing interest and concern for others**

- The difference between feeling and expressing.
- Knowing your tendency for expressing concern.
- A framework for expressing concern to others.

### **Perusing results appropriately**

- Becoming aware of the tension.
- Understanding your need for control.
- Tips for pursuing results appropriately.

### **Maximizing individual and group interactions**

- Being fluid with groups and individuals.
- How individual and group integrations differ.
- Which interaction type is most comfortable for you.

### **Leveraging assets and liabilities**

- Tools for uncovering assets and liabilities.
- The pitfalls of overextending our assets.
- Leveraging what we learn.

### **Enhancing emotional self-awareness**

- How our emotions can help and hurt us.
- Emotional self-awareness and making decisions.
- Tools for developing emotional self-awareness.

### **Tapping into internal motivation**

- External vs. internal motivation.
- Internal motivation and self-confidence.
- Tools for developing ambitions and optimism.

### **Dealing with stress effectively**

- The stress feedback loop.
- How to know if you are under stress.
- Managing your stress so it does not manage you.

### **Thriving on change**

- Change in successful organizations.
- Stages of change.
- Tips for managing change.

**Sys·tem·a·tion®**

Get to the Heart of the Matter.®