**Course topic:** MANAGEMENT AND LEADERSHIP

Expected number of participants: max. 15 people

Scope: 1 training day (9:00 a.m. – 4:00 p.m. with a lunch break)

**Course details**

How to lead a work team? How to communicate correctly in different managerial situations? How to set and enter tasks and goals? How to praise and criticize? How to estimate the individual motivational structure and adapt your managerial actions and your own managerial management style to it? How to manage the work performance of individuals and the entire team? How to set performance parameters? How to monitor performance, evaluate and provide effective feedback?

**Training content**

Management content, managerial habits, their construction and development.

Competence and prerequisites for the effective performance of managerial activities and roles.

Building and strengthening the manager's natural authority.

Key performance factors, practical influence of managers on their strengthening.

Management styles × people management.

Principles of situational control.

Personality typology of subordinates.

Communication with individual types of subordinates.

Task delegation and control.

Motivation of workers to perform.

Performance monitoring.

Effective assessment feedback.

Criticism and praise.

Conflict situations at the workplace, the basics of their prevention and resolution.

Stressful situations and their management.

Practical training, solving situations

**Methods**

Interpretation, practical training, solutions to model situations and situations from the participants' practice, instructions, inspiration, discussions.