

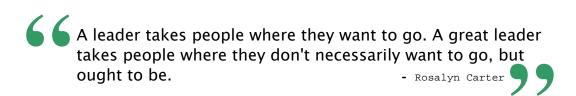
MANAGERS AND LEADERS BALANCE THE NEED TO BE DIRECTIVE AND SUPPORTIVE. IT IS ALSO IMPORTANT TO BE CARING AND COMPASSIONATE; HOWEVER THERE ARE SITUATIONS WHICH DO REQUIRE A MORE DIRECTIVE STYLE.

Plan of action

A directive style of management is often necessary. Unfortunately many managers become aggressive when they adopt a directive style. This program will demonstrate how it is possible to adopt a directive style and informative style without losing composure or control.

Participants will learn how to set clear boundaries and then uphold the integrity of those boundaries in a firm but respectful manner. Participants will understand the importance of keeping staff informed.

- How to be more directive in the workplace
- How to use different situational communicative styles
- How to identify your unique directive style
- How to maintain open communication in the workplace
- How to create rapport
- How to anticipate opposition thinking styles
- How to reduce information leaks and rumours
- How to set expectations and keep people informed
- How to manage people who don't want to be directed





Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Set clear and reasonable expectations
- Describe what collaborative communication is
- Use directive language that is unambiguous
- Set a platform for dialogue
- Use the GROW model to understand staff needs
- Keep employees engaged and motivated
- Kick start crucial performance discussions
- Be aware of the dangers of symptomatic responses
- Practice expectations management
- Use consequences effective and fairly
- Negotiate when appropriate
- Construct clear and agreed action plans ensure directives are carried out

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- Ideal group size 4 12 participants.
- Venue
 For your convenience, you can choose to conduct this program

at your business premises. Alternatively, we can provide a training

venue at a small additional cost.

• Duration This program can be adapted to meet your requirements.

Cost Price on request.

Target Audience Supervisors, Team Leaders and Management.

If you would like more information on this training program, please contact:

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or visit our website today

www.preftrain.com