

Directing others

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

“ A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go, but ought to be.

- Rosalyn Carter ”



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