



DIRECTING OTHERS

"The best way to predict the future is to create it." - Peter Drucker

Directing Others at Work is a comprehensive training course designed to teach the skills and techniques needed to effectively manage and lead others in the workplace. In this course, participants will learn how to communicate objectives and expectations, delegate tasks, provide feedback, resolve conflicts, and motivate employees. You will gain practical strategies on how to successfully lead and manage teams, create a positive environment, set clear goals, and encourage performance. The course also explores techniques for problem-solving and decision-making, as well as conflict resolution for improved team dynamics. With the knowledge and tools gained from this course, you'll be ready to direct others more effectively and build successful, productive teams.

Key Course Content:

- 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.



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.