

The manager's responsibility towards the results he is required to reach leads him to take charge of the human resources he is dealing with in order to work on their performance. Therefore, he must show his skills as a coach and a motivator if he wishes to gain the right contribution of his team.

### OBJECTIVES

#### **LEAD HIS EMPLOYEES IN ORDER TO ACHIEVE THE RESULTS**

At the end of the session, the participants will be able to:

- *Conduct meetings assuring the achievement of aimed results*
- *Act as a coach toward his team*
- *Work on the employees' motivation and mobilization*

### CONTENT

#### *Communication and meetings*

The process of interpersonal communication at work  
The clear message: structured and adapted  
Understanding-Insurance  
The individual meeting or group meeting as a tool for communication  
The steps of a meeting  
The techniques of communication

#### *Coaching and feedback*

The characteristics of coaching in management  
The different types of skills  
The steps of coaching: Needs - Plan - Intervention - Follow up  
The coaching interventions  
The occasions of constructive feedback: stabilization and modification  
The steps of the constructive feedback

#### *Motivation and mobilization*

The distinction between motivation and mobilization  
The three sources of motivation  
The satisfaction cycle of needs  
The process of discovering and working on the sources of motivation  
The dynamic of a group and the impacts on the motivation  
The four components to a mobilized team

### METHOD

In addition to the interactive set out on every topic, participants will be able to analyze different human resources management concepts. The discussions, case studies and self-evaluation's questionnaires allow to acquire practical tools and develop accurate intervention strategies.

### PARTICIPANTS (maximum 12)

All managers that rely on the performance of their team to achieve the results they are assigned to.

