# Mastering Management Skills with Influence and Impact Training

Duration: **2 Day**

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## Overview

Modern managers are expected to do far more than oversee tasks and processes. They must inspire teams, build trust, influence stakeholders, and create an environment where performance and accountability thrive. **Mastering Management Skills with Influence and Impact** is a practical leadership development course designed to help professionals strengthen their management capabilities and lead with greater confidence and effectiveness.

Participants will develop essential skills in **Leadership**, **Influencing Others**, **Team Management**, **Communication**, **Feedback Delivery**, **Conflict Resolution**, and **Employee Engagement**. Through practical techniques and real-world workplace scenarios, learners will discover how to achieve results through influence rather than relying solely on formal authority.

## Prerequisites

There are no formal prerequisites for this course.

However, the following experience is beneficial:

- Team leadership experience
- Supervisory responsibilities
- Project management experience
- Experience managing or influencing others

## Who Should Attend

This course is ideal for:

- New and emerging managers
- Experienced managers seeking leadership development
- **Team Leaders**
- **Supervisors**
- **Project Managers**
- Department managers
- Professionals responsible for leading teams
- Individuals seeking to strengthen their influence and leadership skills

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## What You Will Learn

By the end of this course, learners will be able to:

- Apply key **Management and Leadership Skills** in today's workplace.
- Communicate with greater clarity, confidence, and impact.
- Build trust and credibility with team members.
- Improve employee engagement and motivation.
- Use **Influence and Persuasion** techniques to achieve results.
- Deliver constructive feedback effectively.
- Navigate challenging situations professionally.
- Strengthen team performance through effective leadership practices.

## Outline

### Module 1: The Role of the Modern Manager

- Transitioning from individual contributor to leader
- Core responsibilities of effective managers
- Understanding **Leadership vs Management**
- Leading through influence rather than authority
- Results-driven management approaches

### Module 2: Building Leadership Presence

- Confident communication techniques
- Leadership presence and executive presence
- Building trust and credibility
- Professionalism and consistency
- Developing a personal leadership brand

### Module 3: Influencing Others Effectively

- Developing **Influence Skills**
- Understanding influence styles
- Adapting communication to different personalities
- Gaining buy-in and commitment
- Building stakeholder support

### Module 4: Driving Team Performance

- Setting clear expectations
- Creating accountability
- Performance management techniques
- Supporting employee growth and development
- High-performance leadership practices

### Module 5: Communication and Feedback

- Delivering constructive feedback

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- **Active Listening** skills
- Effective questioning techniques
- Managing difficult conversations
- Performance discussions and coaching

### Module 6: Motivating and Engaging Teams

- Understanding employee engagement drivers
- Motivation strategies
- Recognising achievements and success
- Reinforcing positive behaviours
- Building a positive team culture

### Module 7: Managing Challenges with Impact

- **Conflict Management**
- Handling resistance and objections
- Decision-making under pressure
- Maintaining professionalism
- Leadership during challenging situations

### Module 8: Action Planning and Application

- Identifying leadership strengths
- Assessing development opportunities
- Creating a personal development plan
- Applying leadership skills in the workplace
- Continuous leadership improvement strategies