# Mastering Management Skills with Influence and Impact Training

Duration: **2 Day**

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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.

## Training 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