

# Course Description

## Enhancing Interpersonal Leadership Skills AMS2019

### Overview

This course delivers current best practices of successful managers in today's business environment. You will learn how the best supervisors, group leaders and managers motivate, evaluate, coach and develop employees. The course provides strategies for overcoming the leadership and management challenges facing supervisory personnel and their staff. Emphasis is placed on improving employee relations, difficult personalities, and helping leaders to better develop their leadership skills.

### After completion of this workshop, participants will be able to:

- Identify your own leadership strengths and areas for improvement
- Manage difficult employees and situations proactively
- Use best practices for coaching to maximize your team's performance
- Communicate with and manage different personalities
- Influence employees and situations and build collaboration amongst teams

### Format

This course is highly interactive and adaptive to participant's interests and needs. An experiential and adult learning approach is used and coupled with individual and team exercises.

### Duration and Delivery Options

🌐 6 Hours; 🖥️ multiple 30 and 60 minute clips; 📱 multiple 5-10 minute clips

### Who Should Attend

Managers, supervisors, and group leads responsible for development and support of staff would benefit from this course.

