



PEOPLE MANAGEMENT FOR TEAM MANAGERS
« YOUR PEOPLE ARE THE HEART OF YOUR BUSINESS »

ORGANISATION SHEET

Objectives	<p>At the end of this programme, participants will:</p> <ul style="list-style-type: none"> ➤ Have a deeper understanding of the strategic impact of people management on motivation, performance and business results as well as their role of <u>Managers as Coaches</u> for their teams. ➤ Learn how to build a trusting and efficient relationship with their team and HR business partners to deliver high-level results by drawing on a diverse range of concepts, practical ideas and tools to lead and manage effectively. ➤ Explore forward-looking HR practices and international perspectives in the following key areas: Talent Management, Leadership, Coaching and Managing Performance. ➤ Have access to an expanded network of professionals from different organisations to continue a rich exchange of ideas and learning after the programme.
Methodology	<p>The programme will revolve around practical exercises and participants' contribution to their current business challenges related to people management. The Luxembourg-based expert will add context, concepts, insights to the discussions and share ideas and techniques from his own experience.</p>
Target group	<p>Managers (<u>not from an HR team</u>) of commercial and central banks & other financial institutions with a minimum of 3 years of experience and with a good level of spoken English.</p>
Participants	<p>Maximum of 25 participants due to the high interactivity of this training.</p>
Date & Place	<p>3 days - 4th to 6th December, 2018 Tirana, Albania</p>
Expert	<p>Mr Gilles Ossona de Mendez</p> <p>After 18 years in HR management, Gilles accompanies and motivates people and organizations on their journey towards excellence, as coach, HR consultant and trainer. His HR pragmatic and operational approach combined with his coaching focus on personal development and motivation will lead you to an increased performance and well-being.</p>

¹ One of the core values of the House of Training is pragmatism, the training it provides is therefore: practical, current, modular and targeted.

Bank and finance professionals from all disciplines are facing one international challenge in particular, which is to work together to improve the quality of services while reducing costs, within a framework that is increasingly subject to strict regulations and the use of technology.

In order to face the challenge of delivering fully-adapted training programmes, the House of Training uses a quality management method that it calls "Quality Circles", that bring together professionals and practitioners from the financial sector with shared goals, philosophy and passion for learning. Our quality circles have an intimate knowledge of the real needs in the industry and collaborate actively with the House of Training to integrate this understanding into our programmes.



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TOPICS

A Strategic View

In a rapidly changing world it is imperative to connect the outside world to the strategic intent of the organization. You, the people managers pay a central role in conveying the mission of the organization and linking it to the performance of your teams.

Leadership

We will review what it means to be a Leader-Manager-Coach and how to unfold your leadership competencies. We will explore the behaviors and attitudes needed to generate inspiration, trust, powerful relationships, commitment, engagement and accountability to achieve sustainable change in your team.

The Manager as Coach

Hierarchical management is no longer enough and effective to ensure employee engagement in an ever-changing business environment. This session is focused on exploring how you can effectively use a coaching attitude and postures to ensure your team delivers superior and engaged performance.

Performance Management

This is a central part of people management and yet it is a process often poorly managed and inefficient. We will discuss how you can manage performance and get the best out of your people throughout the year, using the skills of a Manager-Coach and having clarity of purpose. Learning and development, motivation and employability will be important elements of this way of working.

Talent Management and Development

Talent Management is a top business priority with a view to the future supported by processes to identify, assess and develop potential future managers/decision-makers and specialists for the company and inform the development of succession plans. We will look at your manager role in an example of a typical process.

What's next

On the last day of the seminar, we will pull it all together with a quick review of some topics followed by a **“Back to Work” session** where the participants will focus on the future and receive support from each other to make a strategic and practical **action** plan for personal and/or business changes they will implement when returning to their organization.

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