



Passport to Success

We are providing short virtual sessions on Teams “**Passport to Success**”. These 2-hour sessions have been launched in 2021 to support the development of our management teams. Are you a manager, supervisor, or team leader?

Or maybe you have just been promoted to this role? **If so, this course is for you!**

We are offering six modules:

Time Management

Objectives of the session:

- What do you understand by the term time management?
- What strategies do we generally employ to manage time?
- Email Management & Control.
- The Importance of achieving deadlines.
- What tasks are Urgent and what tasks are Important?
- Theory into Practice.



Coaching Others

Objectives of the session:

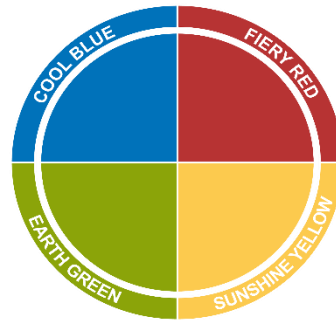
- The Difference between Coaching and Training
- When to Coach
- What to Coach
- Who to Coach?
- How to Coach
- The Benefits of Coaching
- Theory into Practice
- Giving and Receiving Feedback

- Resolving Conflict
- Managing Performance

Building your own Self Awareness

Objectives of the session:

- Iceberg Theory
- Three Levels of Conditioning
- The Generation Gap
- Interpersonal Styles



Giving and Receiving Feedback

Objectives of the session:

- What is feedback?
- When should you be giving feedback to others?
- Where should you be giving feedback to others?
- What should you avoid when giving feedback?
- How should you be giving feedback to others?
- How should I receive feedback?
- What are the benefits of feedback?

Resolving Conflict

Objectives of the session:

- What motivates others and what causes conflict?
- What do you do at the moment when conflict arises?
- Importance of communication during conflict.
- How to say “No” and mean it.
- How to use persuasion during conflict.
- What is the best way to handle conflict?



Managing Performance

Objectives of the session:

- What is the ultimate purpose of Performance Management?
- Benefits and Pitfalls of regular performance reviews.
- What affects a person's performance?
- Performance Management, who needs it?
- How to go about setting a performance plan.
- How to make sure performance management changes stick



PDPs



PIPs

Email Training.Bookings@abm.com to book your attendance.