



PEOPLE MANAGEMENT FOR TEAM MANAGERS

DATE: 06 - 08 NOVEMBER 2018
VENUE: KOSOVO BANKING ASSOCIATION

OBJECTIVES

At the end of this programme, participants will:

- Have a deeper understanding of the strategic impact of people management on motivation, performance and business results as well as their role of Managers as Coaches 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 organizations to continue a rich exchange of ideas and learning after the programme.

METHODOLOGY

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.

WHO SHOULD PARTICIPATE?

Managers (not from an HR team) of commercial and central banks & other financial institutions with a minimum of 3 years of experience and with a good level of spoken English.



REGISTRATION

Send your filled registration forms via email at KBA, or contact us at:

kbatrainingcenter@bankassoc-kos.com or
038 246 171

DAILY SCHEDULE

| | |
|---------------|--------------|
| 09:00 – 10:30 | Training |
| 10:30 – 10:45 | Coffee break |
| 10:45 – 12:00 | Training |
| 12:00 – 13:00 | Lunch break |
| 13:00 – 14:30 | Training |
| 14:30 – 14:45 | Coffee break |
| 14:45 – 16:30 | Training |
| 16:30 | End of day ☺ |



MANAGING PEOPLE

Training Content -

facilitated by Gilles Ossona de Mendez

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 play 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.

About the trainer

Mr Gilles Ossona de Mendez - 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.