



# Talent Management for Line Managers

*Date: October 23rd-24th 2019*  
*Venue: Kosovo Banking Association*

## COURSE OVERVIEW

At the end of this programme, participants will:

- Have a deeper understanding of the **Future of Work** in today's global environment and **the strategic impact of people and talent management** on sustainable business success, talent retention and motivation;
- Understand the steps to effective processes, reflection and **learning and development** approaches;
- Learn how to use some coaching postures and technique to build a trusting and efficient relationship with their team to deliver high-level results by drawing on a diverse range of concepts, practical ideas and tools.

## METHODOLOGY

The programme will revolve around current context, concepts, **practical exercises and participants' contribution to their current business challenges** related to talent development.

The expert will add insights to the discussions and share tips and techniques from their own experience.

## TRAINING CONTENT

### A Strategic View

In a rapidly changing world, it is imperative to connect the outside world to the strategic intent of the organization. Leaders play a central role in conveying the mission of the organization and linking it to the development and retention of talent to ensure sustainable performance.

### 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 leaders/decision-makers and specialists for the organisation and inform the development of succession plans. We will look at your role in an example of a typical process.

### Learning

A key to retaining and attracting talent to any organization is the opportunity to learn and develop as well as the relevance to each individual. We will quickly review how one learns and the variety of approaches and choices.

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## DAILY SCHEDULE

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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 ☺

## TARGET GROUP

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Managers of commercial and central banks & other financial institutions with **a minimum of 3 years of experience and team responsibility**. If you work in HR, you are welcome to join only if you have a team under your responsibility. In this case, you will attend the seminar under the role of a line manager and not HR manager. A good command of English is required.

## COURSE INSTRUCTOR

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**Mrs Viviane Harnois** is a retired Senior Vice-President has an extensive career as HR Director and Line Manager, leading People Strategy and Talent Development across a variety of businesses and countries in complex multicultural environments. She understands and connects both sides of the issues facing Team Managers in their dual roles of delivering results and managing people. In addition, she was a key contributor leading or participating in global projects: Leader of the Global Talent Management redesign, Member of the Strategic HR Transformation Team, HR leader for the Private Banking business unit, Leadership Feedback coach for top executives, Leader of several outsourcing projects, integration of acquisitions, creation of a new bank and a major merger. During this time, she was also a Board Member of the IFBL (Luxembourg Financial Training Institute) and is an official ATTF Senior Expert (since 1997). Viviane encourages the belief that good business and humanity can happily co-exist and that meaning and pleasure drive performance.

## REGISTRATION

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Send your filled registration forms via email at KBA, or contact us at:  
[kbatrainingcenter@bankassoc-kos.com](mailto:kbatrainingcenter@bankassoc-kos.com) or **038 246 171**