

# LEADERSHIP & PEOPLE MANAGEMENT LEADING AS A MANAGER COACH

*Date: from 22 to 25 April 2025  
Venue: Kosovo Banking Association*

## INTRODUCTION

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In a rapidly changing world, it is imperative for today's leaders to become fully aware of their specificity as well as the uniqueness and needs of their people. This training course takes the participants on a journey of personal development to help them discover and deploy their leadership capabilities and skills. The aim is to help participants to better empower their team and accompany each team member to find the motivation enabling the achievement of the strategic objectives of the organization.

## OBJECTIVE

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- ✦ Have a better understanding of their leadership style
- ✦ Adopt a role and posture of Manager as Coach for their team
- ✦ Learn management and coaching techniques
- ✦ Develop their ability to adapt their accompaniment to each of their team members
- ✦ Increase the impact of their people management on motivation, individual and team performance as well as on business results
- ✦ Learn how to build a trusting and efficient relationship with their team members
- ✦ Explore forward-looking HR practices and international perspectives in the following key areas: Self-management, People Management, Talent Management, Leadership, Coaching and Performance Management
- ✦ Build an action plan to work on the development of their leadership and coaching posture.

## PROGRAM

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### Strategic role of Human Resources and Change Management

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

### Leadership and People Engagement

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

## **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 participants can effectively use a coaching attitude and postures to ensure team to deliver 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 participants can manage performance and get the best out of 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 the manager's role in an example of a typical process.

## **What's next**

On the last day of the seminar, we will have 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 they will implement when returning to their organization.

Precision for workshops dedicated to an HR audience: When this program is given to an audience of HR people, the content is more focused on how to implement, develop and support such an approach in organizations and how to embed it into the HR strategy. It also focuses on how to accompany each employee of the organization with a coaching posture and perspective.

# METHODOLOGY

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The program is built around a workshop style approach with personal preparation, theoretical lectures, interactivity and exchange of views, practical exercises, games, case studies and team building activities. Full attendance and active participation are required.

# TARGET AUDIENCE

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This training course is designed for line managers, providing targeted insights and practical strategies to enhance leadership effectiveness

# LANGUAGE

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A good command of English is required.

## EXPERT

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Mr. Gilles Ossona de Mendez, ATTF Expert

Gilles is a professional certified coach and an international trainer with extensive HR experience gained in Luxembourg-based banks and locally recognised as leader in his field. He is also a consultant in HR. After 18 years as HR manager and HR head in international Banks in Luxembourg, Gilles has been accompanying and motivating professionals and organizations on their journey towards excellence for the last 9 years. 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.

## PLACE DURATION DATES

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4 days - 22 to 25 April 2025

Training Room of Kosovo Banking Association, Prishtina, Kosovo

## 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 ☺

## 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**