

Communicating Reforms

October 12– October 13, 2015

Workshop Report



October 14, 2015

Government departments and agencies, like any business, increasingly seek long-term success based on strategic planning. This can be challenging but without it an organization will not achieve its goals. If you can help communicate reforms effectively and create buy-in you will ensure that your team achieves your organization's goals. This two day program was designed for managers to develop their tools and skills for managing people and communicating reforms effectively. It is a practical program to help managers get the best performance from their staff in a climate of ongoing change.

Topics covered:

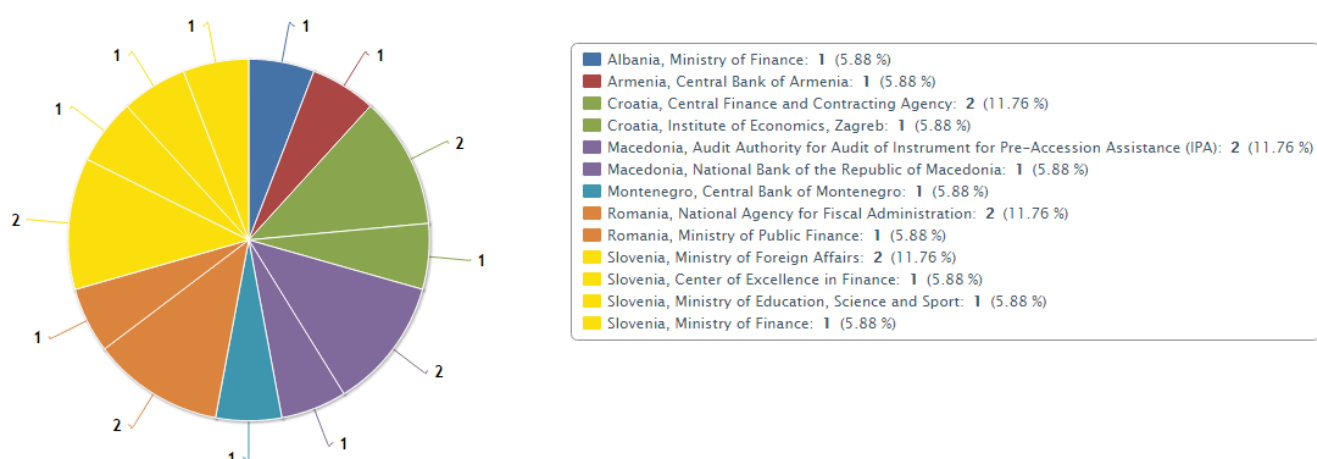
- Understanding the role of manager
- Management styles
- Managing and communicating change
- Managing performance
- Feedback – crucial management tool
- Personal action planning
- Delegating
- Motivating people
- Managing conflict
- Planning, making decisions, and problem solving
- Coaching

Lecturer:

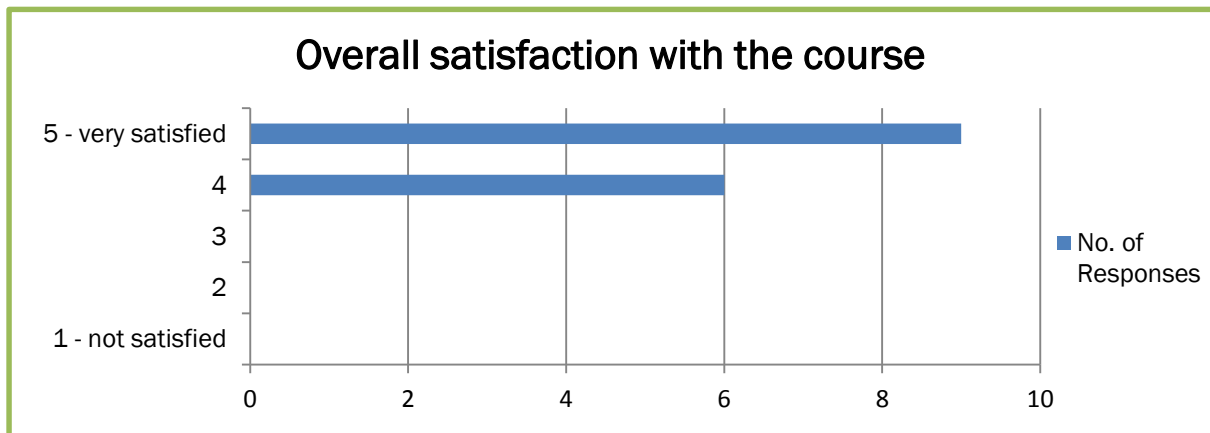
- Iseult O'Doherty, Training Manager, Leader of Business Management Training and Executive Development Department

Participants:

There were 17 participants from Albania, Armenia, Croatia, Kosovo, Macedonia, Montenegro, Romania, and Slovenia.



Evaluation:



No. of all responses: 15 Average mark: **4.60**



No. of all responses: 15, Average mark: **4.40**

Selected Participants' Comments:

- *The topics were very useful and all the examples /sessions are applicable to the real life!*
- *Excellent presentation skill of the lecturers: knows how to encourage participants, active, but calm, time flies with her.*
- *The workshop was very well organized. Great workshop!*