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**PEOPLE MANAGEMENT FOR TEAM MANAGERS**  
**« YOUR PEOPLE ARE THE HEART OF YOUR BUSINESS »**

**ORGANISATION SHEET**

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**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: Performance Management, Talent Management and Leadership.
- Have access to an **expanded network of professionals** from different cultures and organisations 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**. Luxembourg-based experts will add context, concepts, insights to the discussions and share tips and techniques from their own experience.

**Target group**

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.

**Participants**

20 participants from the House of Training partner countries: Albania, Armenia, Azerbaijan, Bosnia-Herzegovina, Bulgaria, Cape Verde, China, Croatia, Cyprus, Czech Republic, Egypt, El Salvador, Estonia, Georgia, Hungary, Kazakhstan, Kosovo, Latvia, Lebanon, Lithuania, Macedonia, Malta, Moldova, Mongolia, Montenegro, Myanmar, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Tunisia, Turkey, Ukraine, Vietnam, countries from the West African Economic and Monetary Union.

**Date**

From Sunday 14 May to Friday 19 May, 2017 (6 days)  
Arrival date: Saturday 13 May, 2017 preferably before 6 pm  
Departure date: Saturday 20 or Sunday 21, May 2017

## Experts

Experts from Luxembourg-based banks with extensive HR experience and locally recognised as leaders in their field.

### **Mrs Viviane Harnois**

Viviane 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.

### **Mr Gilles Ossona de Mendez**

Everyone has a potential to reveal!

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.

### **Mr Salvatore Genovese**

When change meets pleasure is Salvatore's motto.

In this regard, he encourages the emergence of new mindsets and stimulates achievements by unlocking potential, reinforcing internal and interpersonal relationships as well as transforming leadership styles.

He has been a Professional Coach and Trainer for some years now next to leading the Luxembourg Chapter of the International Coach Federation.



Our provider for Teambuilding & Personal Challenge Activities. [www.x-cape.be](http://www.x-cape.be)

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## PEOPLE MANAGEMENT FOR TEAM MANAGERS

### « YOUR PEOPLE ARE THE HEART OF YOUR BUSINESS »

#### TOPICS

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#### Team-building and Personal Challenge

During these sessions the participants will have the opportunity to get to know each other, to build team spirit, to do group exercises outdoors and to discover hidden personal strengths.

#### 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.

#### The Manager as Coach

Hierarchical management is no longer enough 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.

#### Leadership

We will review what it means to be a Manager-Coach and how to unfold your leadership competencies. We will explore the talents and appropriate attitudes needed to generate inspiration, trust, powerful relationships, commitment, engagement and accountability to achieve sustainable change in your team.

#### 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 as 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 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 organisations.



HOUSE OF TRAINING



THE GOVERNMENT  
OF THE GRAND DUCHY OF LUXEMBOURG



**PEOPLE MANAGEMENT FOR TEAM MANAGERS**  
**« YOUR PEOPLE ARE THE HEART OF YOUR BUSINESS »**  
**PROGRAMME**

<i>Saturday 13 May</i>	<i>Sunday 14 May</i>	<i>Monday 15 May</i>	<i>Tuesday 16 May</i>	<i>Wednesday 17 May</i>	<i>Thursday 18 May</i>	<i>Friday 19 May</i>	<i>Saturday 20 May</i>	<i>Sunday 21 May</i>
<i>Arrival (preferably before 6 pm)</i>	<b>Teambooster Ropes Courses (Belgium)</b> <i>www.x-cape.be</i>	<b>A Strategic View</b>  <b>The Manager as Coach</b>	<b>Leadership</b>  <i>Visit of Luxembourg City</i>	<b>Performance Management</b>  <b>Talent Management</b>	<b>Developing Talent</b>  <b>Learning</b>	<b>What's next? Pulling it Together</b>  <b>« Back to Work » workshop</b>	<i>Free</i>	<i>Departure</i>
<i>Evening</i>	<i>Evening</i>	<i>Evening</i>	<i>Evening</i>	<i>Evening</i>	<i>Evening</i>	<i>Evening</i>		
<b>Welcome dinner Presentation of the participants</b>	<b>Dinner Debriefing &amp; Team Discussion</b>	<i>Free</i>	<i>Free</i>	<i>Free</i>	<i>Free</i>	<b>Closing Dinner</b>		

Programme organised in collaboration with and validated by

