



## Managing People

### Overview

This one day course equips participants with practical tools and techniques to enhance their 'people skills.' It focuses on improving your self-understanding and personal effectiveness as well as developing an understanding of what motivates other people.

### Target Group

This course is aimed at managers, team leaders and senior staff who are either new to their role or wish to develop and build upon their existing skills.

### Objectives

By the end of this course, delegates will be able to;

- ✗ Understand their own personal strengths and those of others
- ✗ Demonstrate a range of interpersonal communications
- ✗ Manage a people effectively to achieve desired results
- ✗ Achieve greater harmony in teams
- ✗ Demonstrate improved one to one interactions

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ **What is management?**
  - Roles and responsibilities
  - Producing results
- ✗ **Understanding your style and preferences**
  - Identifying your strengths & limitations
  - Influencing and interacting with people
  - Your criteria for judging others
  - Balancing the Task, the Team and the Individual
- ✗ **Understanding the styles and preferences of others**
  - What motivates people?
  - Minimising de-motivators
  - Empowering others to take action
  - Communicating for maximum effect
- ✗ **Managing Performance**
  - Practical strategies and actions for dealing with non performers
  - Setting meaningful and effective targets
  - Effective performance reviews
- ✗ **Managing Change**
  - Understanding the transition process
  - Planning for change
  - Gaining commitment and accepting change
  - The effect of different leadership styles on the change process
- ✗ **Delegation**
  - The benefits and drawbacks of delegating
  - Best practices in delegation
- ✗ **Effective Team Building**
  - Examining team types and behaviours
  - How to build a successful team
  - Techniques for handling difficult or challenging situations
  - Developing individuals and assessing individual needs

### Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.