Managing People

Overview
This 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 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 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 can be 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 specific issues you may have.)

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

Outcomes
The individual will receive individual feedback and may be asked to write a personal action plan to identify key changes to implement and skills to practice.