

# People Management Skills for Managers (2) days

## Overview

This two day course will provide managers with proven techniques of people management which are directly applicable to the workplace. Delegates will learn how to channel the energy and motivation of individuals within their teams.

## Who Should Attend?

Managers and senior supervisors who have gained more than two years" experience of managing people but who have received, little or no formal training. Managers who are responsible for other managers may wish to consider "The Managers Development Programme" or "High Performance Leadership".

This course is designed for individuals who are looking to enhance their people management skills as a way of increasing their overall performance and that of their team.

## Outcomes

By the end of this course you will be able to:

- Re-define your role and responsibilities and assess how your personal style impacts on individuals.
- Project a more self-confident and professional managerial image.
- Forge a cohesive team that works together to achieve objectives.
- Recognise and work with the diversity in your team.
- Delegate tasks to the benefit of individuals.
- Communicate confidently and positively with team members and senior colleagues.
- Use appropriate techniques to motivate and develop individuals within your team.
- Deal with people problems quickly, confidently and professionally, and encourage concentration on positive thinking.

## Content

### Putting Your Role into an Organisational Context

- Reviewing your role and responsibilities
- Identifying your personal leadership style
- Considering the impact of your personal style on the team
- The difference between management and leadership

### People Management, Team Development and Delegation

- Working through the stages of group formation
- Recognising and appreciating the diversity of team roles
- Re-assessing the strengths and weaknesses of the team
- Recap of essential delegation skills
- Delegation versus distribution

## **Motivating the Team**

- Goals for personal development and organisational growth
- Moving towards team maturity
- Encouraging positive input from the individual
- Practical ideas on how to motivate your team

## **Creative Problem Solving and Managing Difficult People**

- Developing a more right-brained approach to problem solving
- Tools for generating and choosing the right solutions to tricky problems
- Conflict situations - how to resolve them
- Developing your own conflict management style
- Strategies for dealing with difficult people

## **Priority, Plans and Performance - Organisation is the Key**

- Identifying key result areas
- How to manage and classify priorities to enhance levels of performance
- Developing effective team strategies
- Planning ahead - creating an action plan

## **Effective Communication**

- Five step strategy to influencing
- Influencing and persuading colleagues
- Overcoming objections and resistance

## **Personal Development**

- Preparing a personal action plan to support your return to the workplace