

People Management

Course description

This people management course is designed for all levels of managers from the new starters to the experienced manager looking for hints and tips to hone existing skills. The emphasis is on practical ways to help improve the people management role.

This course suits

Managers who are responsible for staff in their day to day work. These staff may also be managers.

What delegates will gain from the course

- How to get the best from their people
- What key management techniques to adopt
- A personal action plan

Timetable

09:30 - 10:00 Coffee & Course Objectives

10:00 - 10:30 The Role of the Manager, Supervisor or Team Leader

10:30 - 11:30 Focusing on People · Their Needs · What motivates them · What makes people "difficult"

11:30 - 12:30 Role Plays to Practice Motivational Techniques

12:30 - 13:00 Evaluation of the Role Plays

13:00 - 14:00 Lunch

14:00 - 15:00 Key People Management Techniques · Leadership · Delegation · Communication

15:00 - 16:30 Developing Your People

16:30 Summary & Action Plans Agreed