

Mastering People Management

Duration: 3 Days

Introduction

Most professional managers recognise the need to continue to develop their people management skills and learn new ways to maximise employee potential, these managers reflect upon the challenges that face the organisation and what those changes mean for their role in managing people. They realise that a flexible approach to people management is the key to success.

Who Should Attend?

This program is specifically for people who manage others and who are looking to increase their influence, confidence, and flexibility to enhance people performance. You will reflect upon your role in relation to your organisation, your team, and your peers and begin to develop those critical people management skills that build efficient and effective teams and enhance your corporate reputation

Learning Objectives

This programme is for you if you wish to:

- ✿ Significantly improve focus on team and personal goals
- ✿ Increased “optional” effort from team members
- ✿ Improve commitment from colleagues and suppliers
- ✿ Raise levels of personal impact and departmental confidence
- ✿ Secure active support for innovation and change

Method & Approach

An interactive workshop, utilising a range of training methods including: group activities we will engage you in a range of people management scenarios. Activities include self assessments and we will provide opportunities to examine best practice and to receive valuable developmental feedback.

Course Content

Day One - Management Your Role Today and Future Role Requirements

- ✿ Your role today and the balance between task management & people management
- ✿ Identifying future role requirements
- ✿ Opening your mind to the future
- ✿ What is “Business Strategy”?
- ✿ Strategic and operational management – let’s start thinking strategically
- ✿ Planning for people – what skills, knowledge, behaviours are required for a successful future?

Day 2: - The Qualities Required for Competent People Management

- ✿ What are management competencies?
- ✿ Identifying the essential competencies for your future role what would we see when you are demonstrating those competencies?
- ✿ Identifying individual and Team Competencies
- ✿ Identifying who in your team is dependent on you for support and who is independent and adapting your management style accordingly.
- ✿ Identifying your preferred influencing style and utilising a wider range of styles to create rapport and affinity
- ✿ Sharing power and empowering others. Recognising the sources of power and influence in your people network

Day 3: - Planning for People Management

- ✿ How am I doing? Can you really answer that question?
- ✿ Identifying performance measures
- ✿ What does good performance look like?
- ✿ What and how am I doing? Consider how to set effective performance and behavioural objectives (Achieve Well Formed Outcomes).
- ✿ The benefits of clearly defined responsibilities
- ✿ Agreeing realistic targets getting agreement to Objectives!
- ✿ Making work more rewarding Aligning individual and organisational needs
- ✿ Four Step Coaching Model.
- ✿ Identify the Most Improvable Task
- ✿ Providing Feedback – Knowing which feedback model to use for results
- ✿ Evaluating the team effort and exploring options for improvement
- ✿ Assess how behaviour impacts on team morale
- ✿ Identifying what you should Stop ► Start ► Continue►
- ✿ Personal planning – for the beginning of time and productivity