

Leadership & Communication.

Introduction to People Management.

Overview.

Managing people is the essence of organisational effectiveness. Many managers enter management from a technical background with little or no previous experience of managing people. Effective management underpins leadership which is required if organisations are to improve effectiveness by maximising the performance of their people. This programme will enable middle managers to achieve positive results by ensuring that all staff make an effective contribution to their organisations.

Challenges addressed.

- Enable managers to achieve measurable improvements in business performance
- Change management behaviour, leading to effective management of people
- Enable managers to implement business improvements (through “lean” practice)

Key components.

- Time Management
- Leadership Capabilities
- Situational Leadership
- Motivation and Personal Performance
- Decision Making
- Stress
- Team Management
- Emotional Intelligence
- Management Communication
- Managing Poor Performance

Outcomes.

- Describe the role of the manager in developing staff
- Give feedback on performance, including dealing with the poor performer
- Differentiate between transactional and transformational leadership
- Gain skills in work place counselling and joint problem-solving
- Apply Influence styles and skills, and motivation strategies
- Handle conflict and deal with difficult people, including behaving assertively
- Work with teams and manage meetings
- Demonstrate effective listening, questioning, probing and feedback skills
- Understand and manage self-motivation
- Analyse people-related problems and utilise a range of tools to help solve them

Duration.

4 days.