

## *People Management*

The aim of this programme is to explore the fundamentals of management: people management; planning, organising, directing and controlling. To explore the concept that management is about getting work done through others. The session will explore practical people management techniques including performance management and communicating with and motivating employees. It will explore different leadership styles and identify which style to adopt when dealing with different behavioural types and skill levels.

Upon completion, participants will be able to

- Understand and explore the parameters of a management position relative to their organisation
- Develop and improve their range of interpersonal skills relative to people management
- Gain an insight into performance management as a tool for motivation and encouraging skills development
- Increase decision making capabilities for effective leadership
- Explore ways of getting the best from their team
- Know how to set objectives and motivate for increased performance effectiveness

### **Programme Content:**

- Defining the role of the Manager
- Understanding the functions of management and their fit into the organisational structure
- Exploring the Manager's responsibilities
- Understanding your leadership style
- Effective communication skills
- Understanding behaviour types
- Assertiveness Training for effective leadership
- Delegation skills for Managers
- Managing time more effectively
- Setting Objectives
- Motivating for increased performance effectiveness
- Understanding the stages of Performance Management
- Preparing for the Appraisal Meeting
- Dealing with conflict and disciplinary issues
- Co-ordinating and conducting employee appraisals
- Giving and receiving feedback effectively

**Programme Facilitator: Optimum Ltd**



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