

Managing People Effectively – Level 1

DURATION: A one day workshop

SUITABLE FOR: for anyone who has responsibility for managing or supervising the performance of an individual or a team. The course provides a robust framework of skills for managers at every level. In addition to the standard management tools, the programme supports the manager who wishes to revisit the principles of role modeling appropriate managerial behaviours. The key objective is to get the best from your people.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Get the best from your people by applying desirable behaviours and useful management tools
- Understand the role of a good manager
- Increase your awareness of what is already working well to build on your current successes
- Clarify performance expectations with your staff – the starting point for improving performance
- Attain results through setting objectives
- Improve the way you communicate by gaining understanding through questioning and listening
- Appreciate the importance of delegation and understand what you need to do to ensure successful delegation
- Distinguish between and deliver motivational and developmental feedback
- Appreciate the power of motivation



CPD Certified – 6 Learning Hours, 6 Points

PROGRAMME:

Introduction & workshop objectives

- Establish what you want to achieve

Characteristics of an effective manager

- What is already going well?
- Identify and role model appropriate and desirable behaviours

Performance

- Defining Expectations
- Observing Performance
- Measuring output

Setting objectives and measuring results

- How to set SMART objectives

Communication - questioning and listening

- Skills for getting information
- Listening - the critical element of communication

Effective Delegation

- Why should you Delegate?
- Main Steps for successful Delegation

Delivering effective feedback

- Motivational
- Developmental

Motivation

- The key to gaining optimum performance from your team

Action planning

- Commit to action for the future
- Start now

Summary and close