

Managing People Effectively – Level 2

DURATION: A one day workshop

SUITABLE FOR: established middle and senior managers who are looking to bring an extra dimension to the performance of an individual or a team. A key objective is to get the best from your people through support, encouragement, positive and constructive communication techniques and effective coaching.

COURSE OUTLINE:

OBJECTIVES:

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

- Understand the responsibilities and characteristics of an effective Manager
- Focus your mind on your successes, skills and strengths
- Attain better results through an effective use of management techniques
- Recognise the key Leadership styles, understand where your team members fit into the Situational Leadership model and improve performance through flexing your style to suit your team members
- Develop a coaching style to improve engagement – creating a positive and supportive culture
- Increase staff motivation and engagement – the key to gaining optimum performance from your team
- Appreciate the importance of clarifying performance expectations
- Handle difficult behaviour more effectively
- Learn a framework for more constructive performance reviews
- Improving the confidence to manage staff and improving productivity
- Create an Action Plan for the future



CPD Certified – 6 Learning Hours, 6 Points

PROGRAMME:

Introduction & Workshop Objectives

- Establishing what you want to achieve today
- Building on your success

The Successful Manager

- Key management responsibilities using the John Adair model
- Behavioural characteristics of a good Manager

Situational Leadership

- Leadership Styles – Situational Leadership
- Recognise the key stages – Directing/Training/Coaching/Delegation
- Developing an effective leadership style to suit your team members

Coaching and Motivation Skills – Improving Performance and Engagement

- The essence of Coaching
- Coaching individuals to reach their peak performance
- Practice your Coaching skills
- How to motivate individuals at work
- Practicing a motivational conversation technique

Performance Management – Running Effective Appraisals and Reviews

- What is Performance Management?
- Clarifying Performance Expectations
- Setting effective Objectives – SMART and Measuring results
- Performance Review
- Developing skills required for a quality review
- Dealing with difficult behaviour and conflict
- Constructive Performance Conversations

Action Planning

- Commit to actions for the future
- Start now

Summary and Close