



# People Management Skills

## Course Overview

Management guru Warren Bennis has been quoted as saying that 'managing people is like herding cats' - and no doubt many managers would agree with that view. By gaining insights into behaviour styles and honing their people skills, managers can get much better results from their teams. This very practical one day course will provide managers with the opportunity to practise and develop the skills needed to communicate about performance issues and to bring about improvements.

## Who should attend

Managers at any level who would like to gain a better understanding of their team members and get better performance from them.

## Course Objectives

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

- Outline different management styles and likely impact on team performance
- Identify different people styles and how to get the best from each one
- Prepare for and conduct a productive conversation relating to performance gaps or conduct issues
- Give constructive, motivational feedback using a suitable feedback model
- Take steps to move towards a coaching style of management

## Course Content

- Overview of what is involved in people management and its importance in the business context
- Questionnaire and insights into individual management styles
- Impact of management styles on people and how they respond

- Adjusting styles and achieving the right balance
- What it takes to be a great people manager
- People skills and awareness of different working styles
- Getting the best from individual through making adjustments to your style
- Communications skills and the importance of rapport
- How to be assertive and maintaining this behaviour
- Building positive working relationships
- Differing perceptions and how these can affect performance and behaviour
- People management issues – behaviour, work performance, personal
- Deciding whether to confront or avoid and recognising what underlies these choices
- How to have a positive, productive conversation
- Understanding the dynamics of the conversation and using non-defensive language
- The value of feedback and demonstration of different feedback models
- Practice at giving constructive feedback using the EEC model
- Preparing and carrying out a coaching session with a team member
- Personal development goals and action notes

## Reviews

*“Margaret demonstrated an excellent knowledge of people management skills and delivered it in an easy to understand manner. All in all excellent.”*

*DH, Hardies*

*“Very good mix of handouts, interaction, presentation with plenty of opportunity to give opinions etc. Very worthwhile course.”* GO, Hardies

*“Found it all interesting and insightful. Trainer very knowledgeable and approachable.”* KG, Hardies