

OVERVIEW: People Management . . .

There is a link between great management and business success. What is delivered at the front-line of an organisation is dependent on the process, systems, and management behind them. The role of management ensures excellence; and seldom will you find a successful business with weak management.

Module 1

Getting Started

The key to managing well is understanding people. You need to know what makes them tick, what motivates them, and when and how they are at their most productive: often easier said than done.

- The team maturity model
- The difference between leadership and management

Module 2

Be a Great People Manager - BE HUMAN

Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them.

- Six powerful behaviours that great managers possess

Module 3

Effective Listening

In an attempt to deliver excellence, we often rush in with solutions. Failing to take the time to really understand the problem first, means that we are either speaking or preparing to speak. Often, the result is miscommunication, conflict and frustration.

- Listen to understand; gain a clear picture of people's needs and concerns
- Question to uncover needs and diagnose first before offering a solution
- Check that understanding is accurate and pertinent
- Understand the impact of filters and what to do about them

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Module 4

Developing Profitable Relationships

Whether in business or personal life, it is relationships with others that determine success or failure. This module deals with different working styles – needs, values and what motivates people to act in certain ways.

- Apply insight into human behaviour – your own and that of others
- Switch off defence mechanisms when faced with negative comments and actions from others
- How to develop profitable business relationships with your team

Module 5

Be a Great People Manager - GET THE MOST OUT

Developing your team's talents, encouraging role-swapping and information-sharing . . .

- How to challenge your people to grow out of their comfort zones
- The benefits of rewarding achievement
- How to encourage higher standards
- Stepping in when help is needed

Module 6

Management Styles

Your style of managing, like your style of communicating, is a combination of content and context. Consequently, it will remain consistent and yet change with the circumstances. Successful managers are adept at choosing the management style best suited to the circumstances.

- Management styles
- Change and flexibility
- Create a development plan

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Module 7

Conflict Resolution

Conflict is not a static situation, but a dynamic one. Understanding the conflict cycle is essential to know where and when to apply different and appropriate strategies and measures for conflict management and resolution.

- How do I react to conflict? A questionnaire
- How does my style impact conflict?
- The life cycle of conflict
- A case study
- The price of conflict
- The root causes of conflict
- Conflict resolution strategies

Module 8

Be a Great People Manager BE THE BEST YOU CAN BE

Continually work on developing your skills and capabilities; encourage active feedback and learn from mistakes made or experienced; keep up to date with technology and productivity techniques and model and keep the right attitudes towards the team and customers.

- The habits of great managers

Module 9

Managing Time

So much time is spent attending meetings, handling interruptions, and other ad-hoc activities that when it comes to getting real work done, there is no time! We must be able to manage multiple tasks and get more work done in less time, yet few of us have learned how to handle paper, e-mail, and the telephone effectively.

- Identify top time wasters that impact productivity and minimise their negative influence
- Identify external factors that affect effective time management
- Prioritise to improve time management
- Managing stress: you own and that of your team



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Module 10

Effective Delegation

If you're a conscientious manager in today's workplace, chances are you often arrive at work early stay late, and struggle with delegation. Although the ability to delegate is extremely important to your overall success, and it's also one of the most difficult tasks to master.

- What is delegation?
- Identify barriers to effective delegation
- Breaking down the barriers
- Learn how to delegate effectively by following a process

Module 11

Wrapping it Up

Great managers model the way; they get buy-in by inspiring other and sharing their vision; they encourage innovation and change, and enable others to act for themselves; and lastly, they know that their team needs appreciation and recognition.