

Becoming A Skilled People Manager

A one-day workshop for managers who are responsible for individuals and teams

Giving line managers the skills and the confidence to work more effectively and successfully with the people in their teams

PEOPLE MANAGEMENT – IT'S GETTING HARDER!

Managing in today's fast-paced work environment – where slimline organisation structures and work that involves multiple departments geographies and projects are the norm – is not easy.

All too often managers get caught up in the 'process' of managing others, but never really join up the dots on what makes people tick, on how to understand their needs and motivate them.

Time is forever short, but it isn't roles and structures that need nurturing in order for an organisation to flourish: it is people. This course focuses on how to manage people in a way that helps them – and the organisation – to grow.

WHO SHOULD ATTEND

The course is for line managers who look after teams of people. It is suitable for managers with or without training in basic management skills but who have 'on the job' experience. It will provide them with the guidance, ideas and tools to manage and develop their team – to become a highly skilled people manager.

The course is open to managers from large and small companies/organisations in both the public and private sector.

COURSE BENEFITS

You will be able to:

- Understand, engage with and motivate your people more effectively
- Find out how people perceive you and respond to you, and explore the impact on your management role
- Coach your team to 'think like you think' – but in their own special way
- Gain faster support and buy in to the tasks you all have to achieve
- Make yourself more available for your people yet still balance your workload
- Support, coach and manage poor performers more easily
- Use your leadership skills to provide the right amount of direction and support for your team
- Sharpen up your use of language (verbally and in writing) so that you can get your message across clearly and in a motivational way

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WHY IS MANAGING PEOPLE SO HARD?

People – (referred to as 'Liveware' by a less-than-sensitive person as we're less predictable than Hardware or Software) – are all different.

True.

Yet we each carry within us the same wide variety of common motivators, feelings, emotions, needs and behaviours?

Also true - up to a point.

That's why 'people stuff' is hard. For effective people management we need to understand what drives us to want to – or not want to - do things.

Some say there are four steps we go through in our minds when asked to do something:

- ❑ Awareness: Do I understand what needs doing and why?"
- ❑ Attitude: Do I care? What's my attitude to this task/job/idea?
- ❑ Ability: Can I do this? Do I have the skills, tools and support to do it?
- ❑ Action: Let's get on and do it!

Managers often jump right in at step 4 (the task), without checking if the other three are in place first. The result? Less than excellent performance.

COURSE CONTENT

What's Covered

The list below is an outline. Like the change curve itself, we're flexible; so we always ask delegates on the day what they need and we adapt the content as we go.

So you get to shape the day to suit your needs, not ours. Unless you 'flex' the content, this course looks at:

- how to **understand yourself and others** better; enabling you to understand how you're perceived and find the right ways to connect with those you work with
- the principles of **motivating people** and **understanding their needs**; and how you can apply this knowledge successfully as a manager
- the **role & importance of personal leadership** and how to bring the right skills to bear
- experiential learning techniques to show you how you can **improve team working and performance**
- a range of tools that **enable you to influence others** by finding out the 'what's in it for me' factor for people in your team
- tools and techniques for **sharing your thinking** and letting your team explore the way you reach decisions
- **Managing performance more effectively** through the correct setting of objectives, handling reviews and giving feedback and 'how to say it straight' when conducting poor performance interviews
- How to make use of more **positive and motivational language** (verbal and written) so that people are clear about their work and keen to do a good job
- Includes **action-planning and many practice sessions** to help delegates put the tools and techniques to work, share experiences, ideas and tips and to refine their management and communication styles

MORE INFORMATION

For the latest course dates, pricing and course availability please visit our website, email or telephone:

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