# People Management Skills for Managers

## INTRODUCTION

**Combining proven leadership techniques with practical advice and individual insights, this course will link your personal leadership to the performance of others.**

This two day course will provide managers with proven techniques of people management which are directly applicable to the workplace. Delegates will learn how to channel the energy and motivation of individuals within their teams.

## COURSE OBJECTIVES

**By the end of this course you will be able to:**

- *Define* your role and responsibilities and assess how your personal style impacts on individuals.
- *Project* a more self-confident and professional managerial image.
- *Build* a cohesive team that works together to achieve objectives.
- *Recognise* and work with the diversity in your team.
- *Delegate* tasks to the benefit of individuals.
- *Communicate* confidently and positively with team members and senior colleagues.
- *Motivate* and develop individuals within your team.
- *Deal* with people problems quickly, confidently and professionally.

**COURSE DURATION**: 2 Day Course

## COURSE CONTENTS

**Putting Your Role into an Organisational Context**
Reviewing your role and responsibilities
Recognising the key leadership styles
The impact of style on your team
Management and leadership – the difference

**People Management, Team Development and Delegation**
Leading a team to perform
Recognising and appreciating the diversity of work relationships
Re-assessing the strengths and development areas of the team
Review of essential delegation skills

**Motivating the Team**
Setting goals for individual development and organisational growth
Encouraging positive input from the individual
Practical ideas on how to motivate your team

**Creative Problem Solving and Managing Difficult People**
Tools for generating and choosing the right solutions to tricky problems
Conflict situations - how to resolve them
Strategies for dealing with difficult people

**Priority, Plans and Performance - Organisation is the Key**
Identifying key result areas
How to manage and classify priorities to enhance levels of performance
Developing effective team strategies
Planning ahead - creating an action plan

**Effective Communication**
Engage with key stakeholders to improve performance
Influencing and persuading across your organisational network
Overcoming objections and resistance

**Personal Development Action Plan**
*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered*

**www.oaktree-training.co.uk**