

People Management Workshops

3 half day Workshops are delivered preferably every 2 weeks for 4.5 hours, delegates will have self-reflections to complete in between sessions to show learning and understanding. We can of course base topics around any specific development areas identified during the TNA with the employer.

Session 1: Introduction to People Management:

- Leadership Styles – Skills needed to be an effective people manager
- Professionalism – Importance to business, staff and customers
- Emotional Intelligence – Look at how we communicate and read people

Session 2: People Management:

- Real-life scenarios
- Coaching – what is a coach/ how do we use coaching to get the best out of our team
- Motivation – Looking at how do we motivate others – team work and leadership
- SMART targets and constructive feedback
- Conflict – Dealing with difficult people
- Communication techniques

Session 3: People Management:

- Real-life scenarios
- Communication – Looking into communication styles and how to adapt behaviour
- Team Dynamics – What makes a good team
- Team Building – How to build an effective team
- Active listening
- Action planning for success
- Developing staff

