

Perfecting Your People Management Skills

Target Audience: Practicing managers that have not received formal management skills training and managers that want to improve on their people management skills. This course has less theory than the "Succeeding as a New Manager" course and "Strategic Leadership for Practicing Managers" course. It is designed to be an experiential workshop of self-discovery and coaching to improve your people management skills.

Key Learning Outcomes

- Gain confidence in your ability to manage people and get results.
- Rediscover your enjoyment of the people management aspect of your job.
- Learn how to deal with difficult people and difficult situations.
- Explore how to get the most from your personal style of leadership when interacting with different members of the team and the team as a whole.
- Learn from case studies and other great present-day business leaders.

Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self assessment
- ✓ Role plays
- ✓ Film clips
- ✓ Personal action planning

Course Outline

MORNING SESSION

Getting the Most from Your Leadership Style and from Your Team

- Challenges in Managing People
- Understanding Your Personality Style
- Getting the Most from Different Personality Styles in the Team
- Leadership Self Assessment
- Situational Leadership in Practice
- Coaching Approaches for Uplifting Performance

AFTERNOON SESSION

The Tough Side of People Management

- Communicating Key Messages in Difficult Situations and Times of Change
- Dealing with Difficult People
- Giving Constructive Negative Feedback on Performance

Staying Focused and Motivated

- Keeping Track of the Team's Actions
- Managing Your Personal Motivation
- Personal Action Plans for Perfecting your People Management Skills

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4