



# Managing People (full day)

## Course Outline

This course is designed to enable managers to reflect on what makes a successful manager and the importance of leadership and effective resource management to operations, and identify and implement strategies to increase the effectiveness and impact of individuals and teams under supervision across the business in delivering the organisations vision.

### Content modules:

- Communication and negotiation skills
- Key management strategies and principles
- Motivating and developing a strong team through constructive feedback and career planning
- Planning and allocating resources
- Building sustainable relationships

### Learning outcomes:

Participants will be able to explain the principles and strategies of managing people and apply the skills to achieve a better work environment with increased co-operation and productivity from colleagues. On completion of this program, participants will be able to:

- Consider and adapt their management and communication styles to different

people situations;

- Assess the strengths and identify development opportunities related to the way they currently manage;
- Listen and build rapport more effectively;
- Consider how well they motivate people;
- Demonstrate when to use different negotiation behaviours;
- Provide effective, timely, honest feedback to people;
- Use skills acquired to bring about greater cooperation and productivity with colleagues and
- Evaluate themselves and what they need to do to create a better working environment.

### Learning styles:

- Interactive group discussion
- Presentation of information
- Small group breakouts
- Individual learning and audit
- Skills practice & role play
- Case studies
- Written exercises
- Video role modelling

*"The course was informal and relaxed with a clear focus on the participant."*

*"[The presenter] was very knowledgeable and a good speaker."*

*"The course provider was very clear, helpful and delivered very valuable advice"*

*"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."*