

# Managing People – The Essential Skills

**Duration: 2 days**

This course will provide managers with a tool-kit of 'proven' techniques in people management. Skills learnt will be directly applicable to the workplace. Participants will learn how to channel the energy and motivation of individuals in their teams to ensure business success.

## Who should attend this course?

This course is designed for managers, supervisors or team leaders who have gained experience of managing people but who have received little or no formal development. It will also benefit individuals who are looking to enhance their people management skills as a way of increasing their overall performance and that of their team.

All delegates will receive a 25+ page personal profile as part of the programme.

## Course Outline

- Reviewing your role and responsibilities
- Identifying your personal leadership style
- The difference between management and leadership
- Meeting the demands of your manager and your team
- Setting personal and team goals and objectives
- Recognising strengths and developing an individual's potential
- Delegation
- Motivating your team
- Effective communication
- Strategies for dealing with difficult people and situations
- Improving team performance
- Planning and prioritising for yourself and others
- Personal action plan