

SSBS025: Managing People Effectively

Introduction:

This workshop will help you to more effectively manage your team and improve your dealings with team members. This training is ideal for those who want to re-fresh, refine or advance their people management skills. It is particularly aimed at team leaders and managers who are interested in expanding or improving their management skills by learning about a range of management and leadership techniques, including motivation, performance management, communications and coaching.

Duration:

This workshop is run over 2 days.

Workshop approach:

This workshop is peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. This training is delivered in an informal manner with the use of audience participation in discussion and practical sessions. These will assist participants to learn and understand the management tools and techniques discussed during the course, and to help them start to put these into practice in the safety of the training environment. A variety of training methods are used on this course, including group discussion, trainer presentations, skills practice, and group exercises.

Content:

Understanding management and leadership:

- Appreciate the differences between being a leader and being a manager
- Understand how to adapt your management style to different situations

Improve your communications with your team:

- Understand your own preferred communications style and that of others
- Learn how to improve your communications by varying your communications style
- Hint and tips for how to influence outside of the team you manage



Motivating your team:

- Learn what motivation is and what how to motivate your employees
- Guidelines and techniques for providing effective feedback to your team
- Guidelines for setting goals that work best to motivate performance
- Understand and learn to use a “toolkit” of motivational techniques

Managing your team:

- Learn about the traits of high-performing teams
- Appreciate how to adapt your management style to different individuals
- Understand how to manage conflict

Delegating to your team:

- Appreciate what effective delegation involves
- Learn the core skills of delegation

Coaching your team:

- What is coaching and how can you use this management style to get better performance from your team?
- Understand and learn to use a model of coaching
- Questioning and listening skills that help you manage by coaching

Performance management:

- Guidelines for how to monitor performance throughout the year
- Hints and tips for conducting effective performance appraisals
- Dealing with difficult review situations

Workshop outcomes and benefits:

This workshop will help you to more effectively manage your team and improve your dealings with team members. You will learn techniques and guidelines for defining goals for your team and helping them attain them. You will understand what motivates employees and how you can better motivate your team for improved performance. You will appreciate how you can vary your communications style to help you better influence both within your team and outside it. You will also learn coaching skills that will enhance your management approach so that you can assist your staff to achieve better results.

Certification:

On completion of this course, you will obtain a certificate issued by the Institute of Leadership & Management (ILM).



This workshop is presented by:



Tina Kinirons is an occupational psychologist who specialises in management and leadership skills. She worked in management, sales and consulting roles for IBM and Microsoft for 21 years, including 5 years on the Microsoft Ireland Leadership team. She draws on her years of business and management experience, together with her occupational psychology practice, to work as a management trainer and coach. She develops and presents training on the soft-skills of management and also works as a management and executive coach. She holds a M.Sc. in Occupational Psychology and is a member of the Psychological Society of Ireland, the Institute of Leadership & Management, and the British Psychological Society.