

## MANAGING PEOPLE

# Workshop: **Manager Essentials**



<b>COURSE DURATION</b>	One-day course
<b>COURSE LEADERS</b>	<b>Pat Ashworth</b> , Director of Learning Solutions, <b>Mark Saul</b> and <b>Helen Moran</b> , Senior HR Advisers.
<b>PRICING</b>	Course prices vary according to number of workshops required. Please contact us for a quote.

### WHO SHOULD ATTEND?

Anyone with people management responsibility, who would like to gain greater knowledge about managing people day to day in the workplace.

Courses are designed for up to 12 delegates.

### COURSE OBJECTIVES

- Understand the characteristics of leaders and teams
- Understand the impact of the leader on climate and change
- Recognise the relationship between the behaviour of the leader and the motivation and performance of the team

### WHAT WILL YOU LEARN?

How to build confidence and improve your core management behaviour and HR knowledge

### COURSE MODULES

- Characteristics of great leaders
- The impact of the Manager – The Integrated Framework
- Change – psychometric exercise establishing preference for change and how that impacts on communication
- Situational Leadership – practical exercise mapping the performance readiness of the team and the appropriate style of leadership to adopt
- Understanding reactions of yourself and others – The Chimp Paradox
- Coaching – understanding the role of feedback and how to deploy it with skill and flexibility
- Practical case studies – group exercise to plan, deliver and review real-life HR scenarios