



# ***Introduction to Managing People***

## **Aims**

This interactive course will provide a foundation of management skills through developing communication, working practices, interpersonal and team development skills. A structured approach towards managing people.

## **Objectives**

*By the end of this course you will be able to:*

- Establish a good practice of work as a manager/supervisor
- Understand the importance of interpersonal skills
- Identify the impact of team development
- Use Motivation and Delegation as an ideal 'people development' tool
- Deal effectively with any conflict situations

## **Who Should Attend**

Ideal for new Managers/Supervisors with little or no experience of managing people or for those who want to brush up on existing skills.

## **Course Content**

- Defining the roles and responsibilities of the job
- Interpersonal and communication - the basis of all that we do
- Behaviour - how to recognise different sorts of behaviour
- Systems that we use and their appropriate use
- Making the time we spend with colleagues effective
- Ensuring standards are met
- Handling conflict
- How to prevent disciplinary procedure interviews
- A focus on internal and external customers
- What can we do to make our teams more effective in dealing with our customers?
- Motivation and delegation
- How to develop our team members to work smarter
- Action planning - what happens next?

## **Duration**

2 Days