

Training Document: People Management Skills			
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Overview People Management Skills

Course duration: 2 days.

- By using real life examples, new leaders can return to work feeling motivated and confident that they can make a positive impact in their new role.
- A first leadership role can be a daunting experience.
- This course gives new people managers a toolkit of essential skills and techniques.
- Upon returning to work delegates will feel more confident in people management and team motivation.

Is it right for me?

- Suitable for supervisors, team and section leaders who are new to their role or who have had no previous training in the basics of people management.
- Supervisors with more experience, please refer to 'Team Management and Leadership Skills for Supervisors & Team Leaders'.

What will I learn?

Develop the key people management skills to ensure success in your supervisory role.

- Enhance the effectiveness/performance of your team and the achievement of objectives and results.
- Set and reach both personal and team objectives using delegation and time management skills.
- Understand how to overcome barriers to communication.
- Motivate, manage and lead your team and individuals to meet objectives and deliver results.
- Help staff solve problems which lead to under-performance.
- Handle difficult situations and people using empathy and constructive feedback.
- Effectively supervise individuals you used to work alongside.
- Practise the skills of assertiveness and active listening.
- Deal more effectively and confidently with disciplinary situations or conflict.

What will it cover?

Defining Your Role and Responsibilities

- What is required of you? - role and responsibilities
- Meeting new challenges and changes with confidence
- Meeting the demands of your manager and team
- Working with your manager to achieve your goals
- Establishing your personal leadership style

People Management, Team Development and Delegation

- Setting personal and team objectives
- Building a positive and successful team
- Recognising strengths and developing individuals' potential
- The process of delegation and its benefits
- Overcoming the barriers to effective delegation

Motivating the Team

- Maximising and maintaining input and motivation - building the desire for results
- Providing recognition and feedback
- Motivating to achieve maximum performance
- Linking individual effort to team and organisational goals

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Effective Communication

- Overcoming barriers - ensuring your communications get results
- Assessing and listening to your team's needs
- Communicating more assertively in team meetings
- Ten tips for effective meetings

Overcoming People Problems and Difficult Situations

- Dealing with difficult people and situations - working towards positive conclusions
- Supervising people you used to work alongside
- Understanding the decision-making process
- A six-step technique to problem solving

Improving Team Performance

- Prioritising and planning for yourself and others
- Responding to poor performance
- Developing effective strategies for yourself and your team

Personal Development

- Preparing and developing a personal action plan to support your return to the workplace