



# Managing People Effectively – Level 1

A one-day workshop either in person or interactive tutor-led webinar

Participative and interactive with exercises, discussion and actions to take away. Available as a public open course OR for your own in-house group to bring in new techniques and bring consistency across the business.

**Suitable for:** Aspiring or newly appointed managers or those at any level who have had little or no formal training or who want a refresher. Understand your responsibilities for performance and gain the principles and practice to establish and maintain a motivated team that gets results.

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

- Clearly define your role, responsibilities and behaviours as a good manager
- Understand the importance of building a team and defining the individual and team purpose
- Create a positive and proactive team to enable you to use your time in the most effective way
- Clarify performance expectations for yourself and the team and monitor for desired outcomes
- Attain results through agreeing and setting appropriate individual and team objectives
- Delegate effectively while still feeling in control
- Use motivation and developmental feedback to stimulate people to grow
- Create a development plan for building your own knowledge, capability and effectiveness

## Introduction & Workshop Objectives

- Establish what you want to achieve

## Characteristics of an Effective Manager

- Your role and key management responsibilities
- Identify and role model appropriate and desirable behaviours

## Getting the Best from Your Team

- What is teamwork?
- Teams – key areas to look out for
- Team effectiveness questionnaire

## Delivering Effective Feedback

- Why is feedback a most valuable tool?
- How to give constructive motivational and developmental feedback

## Achieving High Performance

- What is performance management?
- Clarifying and agreeing expectations

## Setting Objectives and Measuring Results

- The importance of objectives
- What are SMART objectives and how to create them
- Reviewing and assessing performance targets

## Effective Delegation

- The purpose and definition of delegation
- Key principles and main steps to success

## Motivation

- Principles of motivation used for optimum performance from your team

## Wrap Up and Plan

- Summary of key points
- Your further development and reflecting on your action

## Further Development

Managing People Effectively, Level 2  
Project Management  
Effective Interpersonal Skills