

## Great People Management Development Programme – 2 day Virtual

I love working with delegates on this programme as we explore what great people management looks like, and as each manager identifies and develops their own style, building skills and confidence in this safe environment.

The programme is offered both as a public course and in-house for individual clients. It is a two day programme, with each day providing six hours of contact time, between 09:00 – 17:00. Practical skills and reflection work is set between each programme day to embed learning and enable delegates to apply their learning in their context.

### Pre-Course

- Questionnaire : an opportunity to stop, reflect, and identify your objectives and expectations.

### Day One

#### Session 1: Introductions & Defining Line Management

- Introductions & objectives
- Course overview
- What do we understand by line management?
- How well is it done? How important is it? What is the impact?

#### Session 2: Creating the Team Container

- The shift in mindset & identity on becoming a people manager.
- Underlying principles of great people management.
- The container of people management: being clear on responsibilities & expectations.

#### Session 3: Know your Context

- People policies
- People systems & records
- Legal – the essentials
- When and where to go for help

#### Session 4: Being Curious

- Active listening
- Asking questions

#### Session 5: Expectations, Delegation, Feedback

- Giving & receiving feedback
- Delegating

#### Session 6: Developing Others

- How do we develop and learn?
- Encouraging & Motivating
- Developing in remote / hybrid environments
- Learning & development plans and conversations

## Application between Sessions

- Actively obtain feedback from several team members to increase your self-awareness
- Deliberately practice the underlying skills of people management
- Complete Gallup's CliftonStrengths assessment

## Day Two

### Session 7: Knowing Self

- Self-awareness
- Exploring difference and why it matters
- CliftonStrengths – how focusing on strengths unlocks potential
- Practical exercises to explore how your own strengths serve you in typical people management situations
- Self-reflection: developing & understanding your own People Management style

### Session 8: Knowing Others

- Identifying and understanding difference
- Managing those who differ from ourselves to bring out their best
- Situational leadership
- Team CliftonStrengths grid and exploring what individual differences mean for the team

### Session 9: Introduction to Coaching

- What is coaching?
- Using coaching in line management

### Session 10: Performance Management

- Performance Management

### Session 11: Handling Conflict

- Conflict – managing, diffusing, and being yourself within conflict

### Session 12: Your People Management Style

- Bringing together your own unique people management style
- Building your development plan as you continue to grow & explore people management

## Post Course

- Notice and record your own strengths at work
- Notice and record the strengths of your team and colleagues and the choices you have in how you interact
- Use the templates and resources provided in the programme to create your own individual development plan ensuring you embed and continue to build on your learning.