



MANAGING PEOPLE – FETAC ACCREDITED LEVEL 6

OVERVIEW

People are the most valuable resource in any organisation and people who achieve results through others will benefit from this practical ‘hands-on’ programme. The fetac level 6 accreditation will be awarded to participants who complete the workshops, provide a learner record and submit a 2,000–2,500 word assignment 6 weeks after the last day of the programme. Ideally on completion of this programme, participants will have acquired a range of people management skills which will enhance their effectiveness, efficiency and productivity, thus benefiting the organisation as a whole.

Duration: 3 Days

OBJECTIVES

To create an environment which motivates people to work to their optimum level

To set goals and standards

To equip delegates with effective “People Management Skills”

To enhance the motivation and confidence of the supervisor

To design, implement and change standards

To appreciate the value of effective and open communication within the organisation

SUMMARY CONTENT - DAY 1

ROLES AND RESPONSIBILITIES

- Revisiting your role and responsibilities
- Barriers to your role
- Authority limits and boundaries of your role
- Kiersey Temperament Sorter (Profiling)



COMMUNICATING TO INFLUENCE:

- How to get real understanding
- Barriers to effective communication within a team
- The importance of active listening / and of body language
- Characteristics and styles of leadership
- What is leadership?
- Leadership v Management
- The traits of an effective leader
- Different leadership styles
- Understanding Emotional Intelligence (EI)
- Influencing through EI
- Empowering People to act

SUMMARY CONTENT - DAY 2

TEAM MANAGEMENT

- Taking responsibility for your Team
- Belbin Questionnaire
- Achieving a balanced role which incorporates the people management

function

- Review management style, people versus task
- Circle of concern vs circle of influence
- Where you can make a difference



DELEGATION

- Why delegate?
- What stops you from delegating?
- What to delegate? / What not to delegate?
- Delegating responsibilities and roles to key staff
- Follow up on delegates – closing the loop

MANAGING CONFLICT

- Understanding the underlying causes of conflict
- Dealing constructively with difficult people
- Assertive vs Aggressive behaviour
- Gaining an understanding of Legislation, Regulation and Policies.

SUMMARY CONTENT - DAY 3

PERFORMANCE MANAGEMENT DEVELOPMENT

- Three factors in performance – people, project, team
- Goal setting
- Techniques to help you to tap into your creative resources – expanding beyond the limits - thinking “outside the box” (appraising a job / not doing it the same way just because it has been done that way for years)
- Conducting the Appraisal Interview
- Giving and receiving feedback
- Understanding Disciplinary Policies and Procedures

COACHING – AN OVERVIEW

- What does being a Coach/Mentor mean?
- The coaching process
- The characteristics of a good Coach
- Establishing trust and building confidence
- Self Motivation - Motivational strategies - Morale Boosting



TIME MANAGEMENT

- Analysing your time / prioritising (Time Management Matrix)
- Addressing Time wasters
- Controlling interruptions
- Establishing your work patterns (productive times of the day)
- Meeting targets

PERSONAL EFFECTIVENESS

- Becoming more efficient and effective
- The 7 habits of highly effective people
- Interpersonal relations - dealing with difficult situations/ difficult people