

Who Will Benefit From This Course?

- First Line Managers
 - Team Leaders
 - Supervisors
- Project Managers
- Office Managers
- Anyone new or moving into a people manager role

Overview

People Managers in any business environment require a wide range of core skills. They need to be able to develop individuals, build teams while managing tasks and objectives set for themselves and the team.

This course will provide you with an excellent foundation in the core skills required to engage and manage others.

On Completion Delegates Will Be Able To:

- Identify the key elements of managing people
- Understand the importance of clear communication and feedback
 - Develop skills and techniques to manage people more professionally

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|-----------------|--|
| Duration | 2 Days |
| Fee | £675 Training course only £1225 Including ILM Award |
| | €795 Training course only €1345 Including ILM Award |
| On-Site Courses | Contact us to have this course delivered on-site or tailored to your needs |

Essential People Management Skills

Course Code: BC-215 Duration: 2 Days

Content

What Makes Effective People Managers?

- Introductions and Course Objectives
- The Functions of The Role and The Core Skills Required
- Managing, Leading & Coaching Defined
- The Qualities of Good Managers
- People Management Challenges

Leading & Motivating Effectively

- Using Different Leadership Styles
- What Style Suits the Situation?
- Motivation: Getting the Best from People
- Using the Psychological Contract
- Leading and Motivating through Change

Delegation and Team Development

- Understanding How Teams Develop
- Recognising Team Roles
- Using Delegation to Build Teams
- How to Delegate Effectively
- Characteristics of Successful Teams

Communication Skills

- Barriers to Communication
- Listening & Questioning Skills
- Building Rapport

Coaching & Mentoring

- Coaching & Mentoring Defined
- Coaching with The GROW Model
- When to use Coaching

Managing Your Time

- Time Management Principles
- Prioritising Work Activities
- Finding Time to Plan
- Building a Personal Time Management Framework

Having Honest Conversations

- Giving Positive & Critical Feedback
- The Causes of Poor Performance
- Structuring a Feedback Sessions

Added Value

20% Discount on any Follow-Up Course within 4 Months

For further details e-mail joanne.gordon@beckinridge.com

Optional Qualification

An optional I-L-M Level 4 Award in Leadership & Management which is achieved through the completion of the training course and two post-course assignments.

Our **Qualification-Series** will support a strategy to:

- Increase your management team's skills levels to improve productivity
- Gain a Quality Standard for your company
- Build evidence of Continual Professional Development

Successful participants will receive an **internationally recognised** I-L-M Award setting them and their company apart from the others. Also 12 months membership of the Institute of Leadership & Management, with access to resources to support their Leadership & Management development.

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