

# THE IN-HOUSE TRAINING COMPANY

## The keys to effective people management

### Overview

The most important skill in business is the ability to manage people – important to the organisation, so that its objectives are achieved, and important to the individual, so that they maximise their career progression opportunities. For those who have had little or no formal management training – or who require a refresher – this course is the ideal starting point.

### Training objectives

By the end of the course participants will be better able to:

- Understand the manager's role
- Motivate teams and individuals
- Communicate goals and objectives
- Delegate effectively
- Develop their teams
- Deal with poor performance issues
- Manage change

Participants will leave the course having had an opportunity to practice all these skills and with their own personal action plan to build on. They will return to work with a clearer view of their role and responsibilities as managers, eager to use it as the basis for improving performance and achieving better results.

### Audience

This is the ideal programme for those who have had little or no formal management training but whose roles – now or in the future – entail line management responsibilities.

The programme is an ideal introduction to management but is also very useful as a refresher course.

### Format

This thoroughly practical two-day course uses a mixture of formal tutor inputs, practical exercises, case studies, management tools and tutor-facilitated discussion.

### The expert trainer

Jocelyn is a highly experienced and very popular management trainer. After fifteen years as a training manager within blue-chip organisations such as Mars, she established her own consultancy in 1998. A passionate advocate of training for a reason, Jocelyn has a practical approach to training which focuses on giving participants and organisations relevant knowledge and skills improvement which is immediately transferable to the workplace.

A published author of training materials (including *Contact Centre Management*), her many clients cover an impressive range of sectors, including manufacturing, telecoms, retail, film and music, local authorities and universities. Equally impressive is their appreciation of her work, as the following comments show:

'I would like to take the opportunity to thank you for the recent telephone training course that you prepared and tutored for my Customer Services Department. The content was well received, and accurately reflected the day to day issues that occur on a busy desk. I have since reorganised the department to take advantage of the new professionalism... and it has made a big difference. Given the success of the proactive telephone selling course you prepared and ran for me a few years ago ... I just knew it would be a success.'

*Philips*

'This was clearly an excellent course. It really brought the best out of the managers. You've given them a foundation for the rest of their working lives.'

*PPL*

'I would like to take the opportunity of thanking you for the way you worked with us to make a great success of the induction programme for the Centre. It was a pleasure working with you in partnership.'

*One 2 One*

## Course outline

### DAY ONE

#### 1 What's it all about?

- Different approaches to management
- Responsibility and accountability
- Producing results
- Managing teams
- Developing individuals
- *Practical exercise*

#### 2 The keys to... effective motivation

- Factors that motivate people
- Key management theories explained
- Minimising de-motivators
- Using reward and recognition
- *Motivational questionnaire*

#### 3 The keys to... effective communication

- 'Walking the talk'
- Does the organisation's Mission Statement work?
- Dealing with dissent
- Delivering vision
- *Communication case study*

#### 4 The keys to... effective delegation

- The difference between delegating and assigning tasks
- Why is delegation so crucial?
- What can go wrong?
- Best practice
- Hints for effective delegation
- *Practical exercise*

### DAY TWO

#### 5 The keys to... effective team building

- Characteristics of successful teams
- Team types and behaviours
- How to build a successful team
- Stages of team development
- The dangers of cloning!
- Team leadership style and traditional management style
- *Practical exercise*

#### 6 The keys to... effective performance management

- Dealing with poor performance
- Standards, objectives, targets, etc
- Delivering difficult messages
- Developing individuals

- Supporting the team
- *Case studies*

#### **7 The keys to... effective change management**

- Dealing with change
- The Change Curve
- Communication, communication, communication!
- Reactions to expect and how to deal with them
- Involving the team

#### **8 The keys to... action**

- Course review / discussion
- Preparation of action plans for building on the skills learnt
- Conclusion

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**TO DISCUSS YOUR TRAINING REQUIREMENTS  
PLEASE CALL 01582 469080**

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