

MANAGEMENT DEVELOPMENT PROGRAM

Managing People in the Workplace

SESSION PLAN

- Introduction
- The Value of Effective People Management
- The Use of Appropriate Language to Engage Your Employees
 - Constructive Feedback
 - Reducing the Element of Surprise
- What Makes an effective Manager/Leader
- Situational Leadership
 - Knowing the battles worth fighting
 - Communication styles and their usage
- Maximizing Employee Contribution
 - Motivation – discovering the causes of stagnant performance
- Conflict Management
- Manager as a Coach
- Managing Through Influence and Relationships
- Effective Delegation
- Building a Team
- Motivation and Goal Setting – linked to Performance Appraisals
- Performance Management
- Managing Change
- Use of Policies and Procedures