

## **Managing People**

Managing and supervising staff can be a daunting task. Being effective is crucial to personal and group success. A manager has to be able to manage his own time and those working for him, and at the same time to be able to understand the behaviour of others. This practical course allows delegates to develop and practice skills in selection, appraisal, time management, people management and understanding behaviour.

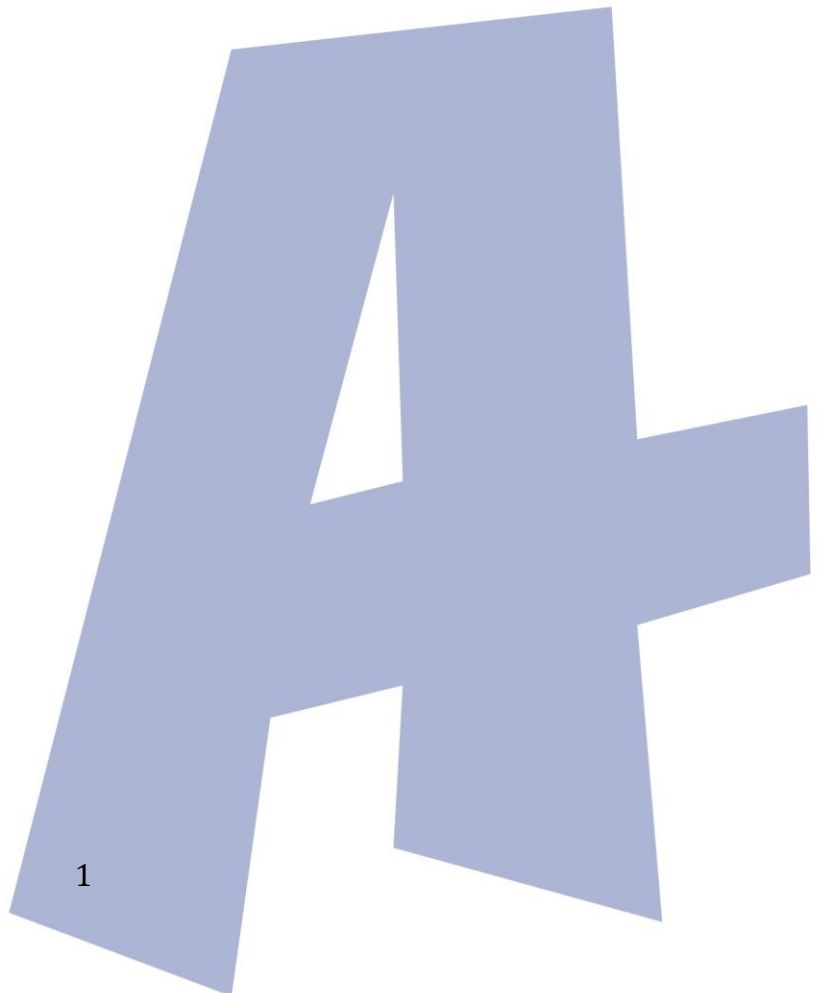
### **Who will the course benefit?**

Those who are working as a supervisor or manager of people.

### **Course Objectives:**

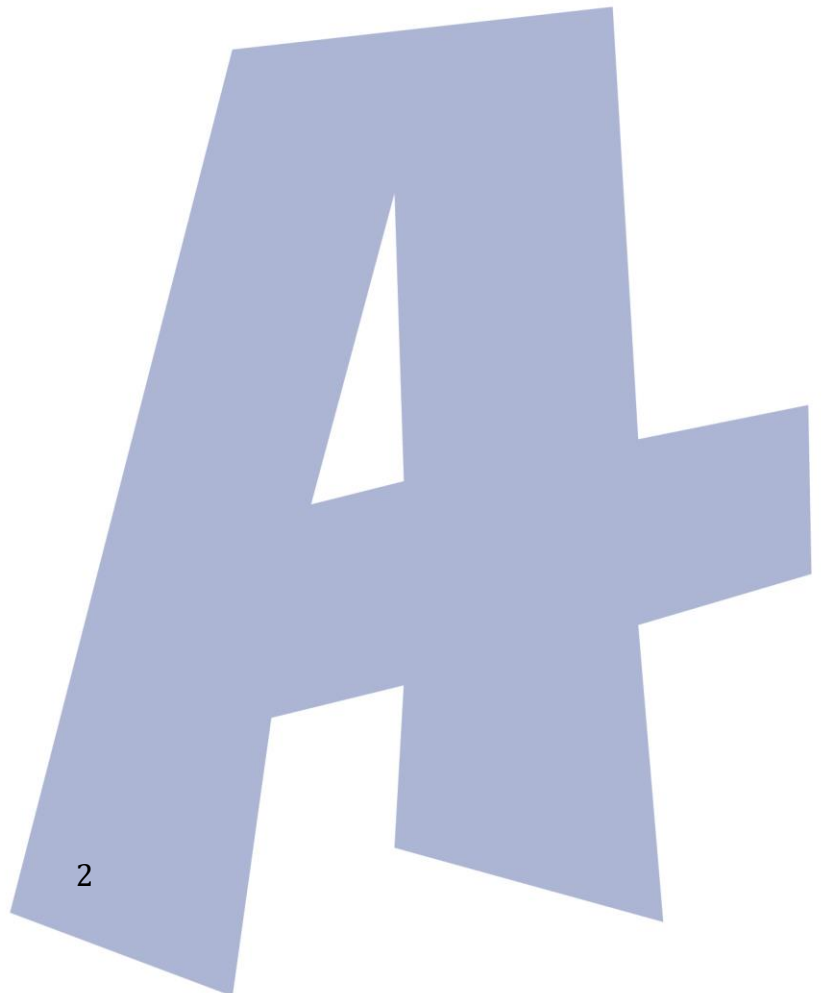
To develop and apply a comprehensive range of concepts and techniques necessary to manage staff effectively.

**Course Duration:** 3 days



**This course will enable delegates to:**

- Define the major influences which affect human behaviour and motivation
- Improve 'management' skills by understanding the difference between being the 'best technician' and being a manager
- Recognise the need for regular appraisals of staff and be able to prepare and conduct an effective appraisal interview
- Understand the process of selecting and recruiting staff
- Understand the principles of time management and define work group key areas



## **Course Content**

### **Management**

- Functions
- Responsibilities
- Factors affecting performance
- Forms of control
- Developing individuals and the team

### **Recruitment and Selection of Staff**

- Recruitment
- Job specification
- Pre-interview preparation
- The selection interview
- Matching the person to the job

### **Human Communication**

- Ineffective communication
- Personal style
- Barriers to communication
- Understanding behaviour
- Management styles

### **Time Management**

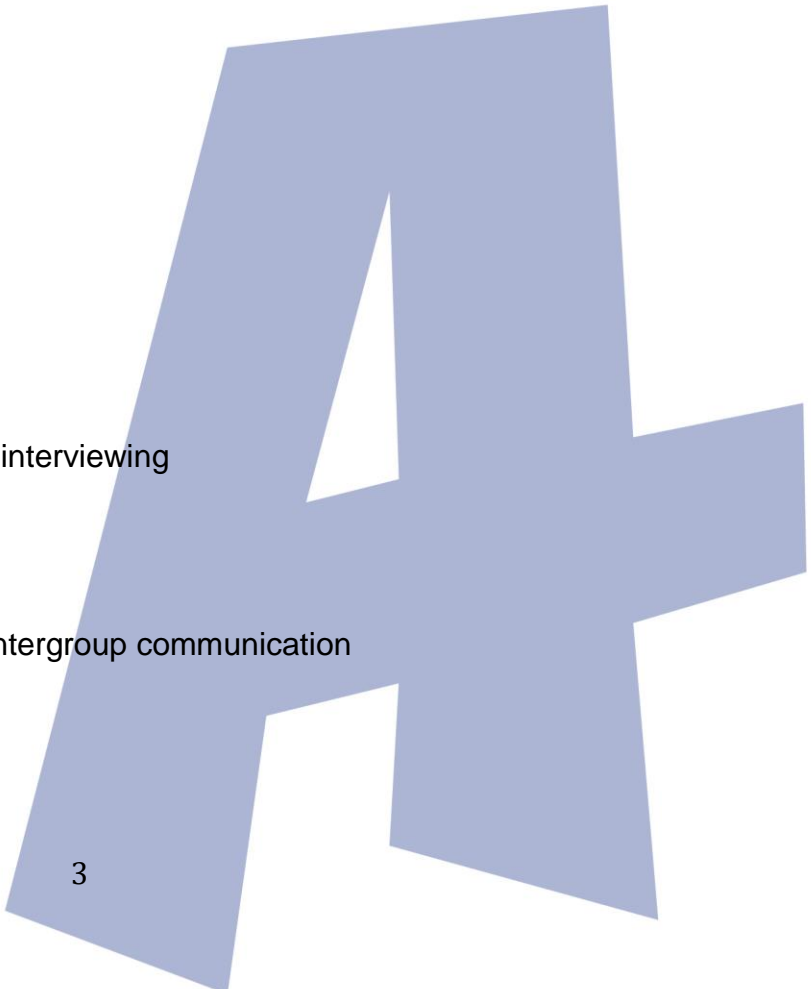
- Objective setting
- Establishing goals
- Key areas and the team

### **Performance Appraisals**

- Problems with appraisals
- Do's and don'ts of appraisal interviewing
- Structuring and preparation

### **Inter-group Communication**

- Good and bad practices of intergroup communication
- Developing effective links
- Constructive meetings



## **Discipline Procedures**

- Nature of disciplinary offences
- Dealing with people problems

## **Staff Management**

- Motivational theories
- Personal motivators
- How to motivate
- Management principles
- Principles of delegation

## **Practical Session**

- The course allows delegates to develop skills as they learn about them. It is of a highly practical nature.

