Program Title: PEOPLE MANAGEMENT

Overview

People Management skills is crucial to ensure individual employee well-being and overall organizational health and performance. Absence of these skills can lead to poor morale, increased conflict, high employee turnover, reduced productivity and resistance to change.

The People Management program provides performance managers with the skills and knowledge necessary to lead effectively and foster a positive and productive work environment. This program covers a range of key topics including effective communication, emotional intelligence, team motivation, conflict resolution, and leadership adaptability.

Learning Outcomes

Upon completion of this program, participants will:

- Develop enhanced leadership and interpersonal skills.
- Improve team communication and cohesion.
- Be equipped with tools for conflict resolution and team motivation.
- Be able to foster a workplace culture of empathy and understanding.

Who should attend

This program has been designed for middle management staff who have subordinates reporting to them including executives, senior executives and managers.

Methodology

These sessions are structured to be highly interactive ensuring that participants can not only learn but also apply these skills in real-world scenarios. The program includes a mix of slide-based instruction, discussions, group activities, role-playing and case studies.

Course Outline

Day 1

9:00 am: Introduction to People Management

- Definition and importance of people management.
- Role of performance managers in people management.

10:15 am: Communication Skills

- Effective communication techniques.
- Active listening and feedback.
- Non-verbal communication.
- Navigating difficult conversations.

12:30 – 1:30 pm: Lunch Break

1:30 pm: Emotional Intelligence

- Understanding emotional intelligence (EQ).
- Self-awareness and self-regulation.
- Empathy in the workplace.

3:15 pm: Motivation and Engagement

- Theories of motivation.
- Strategies for engaging and motivating teams.
- Case studies and group discussions

5:00 pm: End for Day 1

Day 2

9:00 am: Conflict Resolution

- Identifying sources of conflict.
- Conflict resolution strategies.
- Role-playing exercises.

10:45 am: Team Building

- Importance of team building.
- Activities and exercises for stronger teams.
- Building trust and collaboration.

12:30 – 1:00 pm: Lunch Break

1:30 pm: Leadership Styles and Adaptability

- Characteristics of Effective Leaders
- Different leadership styles.
- Adapting leadership style to team needs.
- Performance Management.

3:15 pm: Action Planning and Implementation

- Developing personal action plans.
- Setting SMART goals for people management.
- Implementing learnings in the workplace.

5:00 pm: End of Day 2