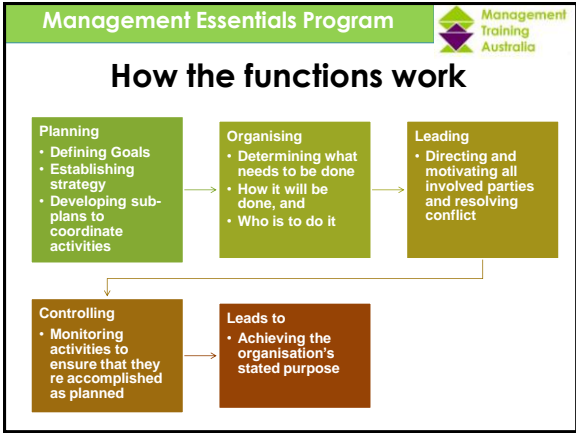



Management Essentials Program 

Management Essentials

Managing People Workshop Sample




Management Essentials Program 

3 Types of Recognition

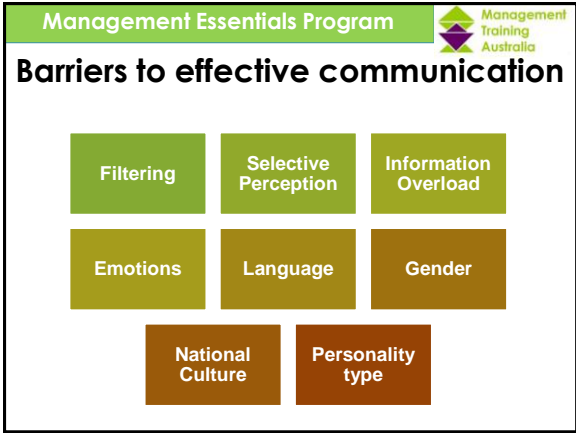
- Formal**
 - Structured planned program
- Informal**
 - Spontaneous gesture
- Day to Day**
 - Daily regular feedback




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Goal Setting Essentials – the goals

- Goal difficulty**
 - Out of reach but not out of sight
- Goal clarity**
 - Communicate, communicate, communicate
- Feedback**
 - Have feedback mechanisms in place



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Building Trust (1)

Integrity.

- Exhibiting basic honesty and moral character are keys to demonstrating that you are trustworthy.
- Be trusted to do what is right even when there is "no controlling legal authority"

Reliability.

- Trustworthy people are consistent, dependable and stable.
- Their actions are the same as the values and principles they espouse.
- They keep their promises.

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Choleric Communication (1)

The choleric temperament translates into the bold or direct style of communication.

People with this style are brief in their communication - the fewer words the better.

They are big picture thinkers and love to be involved in many things at once.

They are focused on tasks and outcomes and often forget that the people involved in carrying out the tasks have needs.

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Cialdini's 6 principles of persuasion

1. Principle of reciprocation.

2. Principle of scarcity.

3. Principle of authority.

4. Principle of commitment and consistency.



5. Principle of consensus.

6. Principle of liking.

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Currencies of Exchange Inspiration Currencies

Vision

- Being involved in a task that has a larger significance for unit, organisation, customers or society

Excellence

- Having a chance to do important things really well

Moral/ Ethical Correctness

- Doing what is "right" by a higher standard than efficiency