

Managing People is one day of our 4 day management essentials program. It covers how to motivate people, having effective communication, learning to influence without authority, and developing your emotional intelligence

- This workshop is designed for front line and middle managers who need to gain, supplement or refresh their skills
- Includes supply of management assessments. The implications of the assessments will be discussed as a part of the workshop
- This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value
- Each participant receives a comprehensive manual of our normal highest quality material

## The program

- The four functions of management – planning, leading, organising, controlling
- Recognising and praising people
- Formal and informal rewards
- No cost recognition
- Understanding underlying motivation with 6 frameworks
- Understanding people's needs and satisfiers
- How a sense of equity affects performance
- Expectancy - Making the link between effort and valued rewards
- What makes goal setting work
- Redesigning jobs to make them more motivating
- How to understand a person's motivation profile
- The communication process
- How to overcome communication barriers
- Using clear language
- How to build trust
- Understand when to use (and not to use) phone, email and other types of communication
- How to write effectively
- Using the phone and email effectively
- Understanding the 4 personality types
- Communicating to the 4 personality types
- How to email to the 4 personality types
- Being assertive without being aggressive
- How to use the 6 principles of influence
- The importance of liking and helping people
- Influencing without authority
- Understanding and using the 5 types of influence currency
- Influencing by inspiration and support
- Managing up and down
- Understanding the 5 aspects of emotional intelligence
- Being self-aware and self-regulated
- Being empathic and having good social skills