



## People Management

### About this course

The purpose of this programme is to equip the participant with the knowledge, skill and competence to develop standards, measure performance, motivate and empower their teams. On successful completion of this course and its assessments, you will be eligible for a QQI certificate in Managing People (6N3945 Level 6).

Duration: 2 days

### Learning outcomes

Upon completion of this course participants will be able to:

- Understanding your role as a manager
- Identify and develop key management skills
- Understand the importance of effective communication skills in people management
- Understand the importance of an effective team culture and team work
- Understanding employment legislation, diversity and equality
- Understand the principals of effective human resource management.

### Who should attend

This course is aimed at individuals who are:

- Supervisors/Managers and have to manage staff
- Those new to a supervisory/managerial role who wish to gain insights to people management
- Those who wish to gain a formal qualification in people management

### Course Outline

#### Day 1

- The qualities of a good manager
- The difference between a manager and a leader
- Identifying different management and leadership styles and their effect on staff
- Understanding your role as a manager
- Building a culture of trust
- Motivating your staff
- Empowering your team
- Relationship building
- Encouraging collaboration and feedback
- Employment legislation, equality and diversity

#### Day 2

- Barriers to communication
- Effective communication in the workplace
- Communicating upwards and downwards
- Types of communication and their effects on people management
- Types of teams
- Creating a positive and productive team culture
- Training needs analysis
- Access your leadership and management style
- Team building exercises
- Dealing with low staff moral

#### Day 3

- Principals of effective human resource management
- Handling conflict
- Understand what causes poor performance
- Addressing poor performance
- Employee Goal setting and evaluation
- Developing a people management toolkit
- Personal reflection and action plans

**Note:** We can also offer 1 day People Management Programmes and People Analytics Programmes, all tailored to your organisational needs.