

Getting the Best out of People

Learning Objectives

By the end of this programme, you will:

- have considered your tactics for dealing with difficult situations;
- understand what motivates people and have considered how you will maximise the motivation of your employees;
- be able to adapt your management style to different people to get the best from them;
- know how to coach people to use their skills and potential fully;
- recognise the need to set and agree performance standards and monitor progress;
- be able to give effective feedback for improvement purposes;
- have established an action plan to enhance your people management skills.

Course Programme

0915

Assemble and Coffee

0930

Introductions and Course Objectives

Managing difficult situations - case studies

Motivating People

- Considering Maslow and Herzberg
- Different strokes for different folks

Varying Management Style

- Directing
- Coaching
- Supporting
- Delegating

Lunch

Effective delegation - case study

Coaching and Developing People

Giving developmental performance feedback

Review and action plans

1630

Evaluation and close