

# 2 – DAY THE ART OF MANAGING PEOPLE



## Introduction

*“You cannot continuously improve interdependent systems and processes until you progressively perfect interdependent, interpersonal relationships.”~ Stephen Covey ~*

Managing a group of employees – with their diverse personalities, responsibilities, ambitions and idiosyncrasies – can sometimes feel a bit like fitting a square peg into a round hole, and vice-versa. Also, at small companies, where every single employee needs to pull their weight to move the business along, every employee is precious and plays a vital role.

This program is all about learning individual characteristics of your team members and using them to your advantage. Managing people is no longer simply a responsibility - there is now an increasing recognition of the importance of the skill of people management. How well or badly a team is managed can affect employee retention, productivity, creativity and even your employee's health.

So, it makes good business sense to be an effective people manager. This will put you in a position to effectively communicate with subordinates, colleagues, clients and customers in the workplace. This Art of Managing People aims to help participants understand the different personalities and how to make the most of each of them.

## Course Objectives

By the end of this course, you will be able to:

- Use the DISC profiling tool to understand others better.
- Alter their communication strategy for better effectiveness.
- Understand the fundamentals of what forces drives people.
- Appreciate the value of trust in managing and developing people.
- Use the Sandwich Model and GROW Model to create meaningful conversations.
- Identify the steps in giving effective feedback while maintaining trust.
- Use Belbin's model to build better work teams.
- Manage conflict using the Thomas-Kilmann model.

## Methodology

- Theories & models
- Post test, review & recap
- Group exercise & discussion
- Workbook
- Q&A
- Videos
- Role play

## Who Should Attend?

- Supervisors
- Managers
- Team Leaders
- Senior Executives
- Human Resources
- Department Heads

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## Course Outline

### MODULE 1: KNOWING YOUR PEOPLE

- The DISC Behaviour Styles – An Assessment
- The Theory Behind the Tool
- Adapting for a Better Outcome
- How Good are Your People Skills? Let's Find Out

### MODULE 2: FACTORS THAT DRIVE PEOPLE'S BEHAVIOUR

- Herzberg's Theory of Motivation
- Maslow's Theory of Motivation
- Merging the Two Models
- The Carrot, Whip and the Plant

### MODULE 3: HOW TO SPEAK WITH CONFIDENCE

- Basics and Fundamentals: What is Trust?
- Trust in Coaching and Mentoring
- Building Trust Among the People You Work With

### MODULE 4: PRESENTING WITH IMPACT

- Influencing Strategies: Preferred Order of Use
- The Feedback Sandwich Model: Providing Wholesomeness
- Encouraging Growth and Development
- Using the G.R.O.W. Model in Creating a Coaching Culture

### MODULE 5: STORMING

- An Introduction to Conflict Resolution
- Conflict Resolution Styles with the Thomas-Kilmann Instrument
- Creating an Effective Atmosphere and a Mutual Understanding
- Generating Options and Choosing a Solution
- 5 Principles of Dealing with Difficult Behaviour

### MODULE 6: TEAM DYNAMICS

- Identifying Your Belbin Roles and Your Colleagues' – An Assessment
- Adapting for a Better Outcome
- Lessons from Dr. Bruce Tuckman

### MODULE 7: WRAPPING UP

- Learning Points and Key Takeaways
- Post-Test
- Commitment Pledge, Action Plan and Evaluations

