

# The Complete People Manager

<b>Overview</b>	<p>This programme is about the application of best practices, principles and concepts in key people management topics.</p> <p>High-level aims are to :</p> <ul style="list-style-type: none"><li>• Improve standards of Performance Management</li><li>• Promote effective Organisational change</li><li>• Ensure all staff are able to make an effective contribution</li><li>• Encourage delegates to identify their own strengths and development areas in people management</li></ul> <p>Interactive content with strong focus on delegate contribution and practical application.</p>
<b>Content</b>	<p><b>Managing Team Performance</b> Determine your preferred team role and create a range of options for improving group performance</p> <p><b>Managing Individual Performance</b> Determine and apply a range of techniques for improving individual performance</p> <p><b>Staff Development</b> Create a range of development plans to meet Business Goals</p> <p><b>Managing People Through Change</b> Produce a communication strategy to effectively manage people in times of change</p> <p><b>Performance Coaching</b> Demonstrate use of a coaching model and appropriate skills</p> <p><b>How to resolve and manage conflict</b> Demonstrate the ability to identify and positively resolve conflict situations</p> <p><b>How to lead</b> Describe and apply a model of leadership behaviour</p> <p><b>Review and Commitments</b></p> <p>Activities cover : Pre and post course delegate activity</p>
<b>Duration</b>	2 Days (Delivered in modules if required)
<b>Location</b>	Flexible



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