

# Management Development

## An Introduction to People Management (2 days)

**Trainer:** Jon Lavin

### Course Summary

The purpose of this workshop is to give first time people managers the opportunity to learn the basics of good people management. The workshop will take the approach of the manager 'facilitating' staff, enabling them to reach their full potential. This approach focuses on the co-operative use of power with people rather than over them.

### What you will learn

- How the effective management of people can save you time
- Delegation rather than 'dumping'
- Selecting the right people for the job
- Developing people through increased responsibility
- Effective communications
- Reward and recognition
- What motivates people
- The use of questioning to acquire information and aid decision-making
- Management of your time and avoiding panic
- Planning
- The solutions approach to problem solving
- Managing meetings
- Performance reviewing
- Giving and receiving feedback
- Dealing with conflict
- Teamwork

### Who should attend?

Anyone involved with managing people for the first time or who has been managing for some time and feels that some skills input could be beneficial

### About the trainer

Jon Lavin is a highly skilled people developer whose aim is to develop the effectiveness of people at all levels in businesses. He makes full use of his interpersonal skills based on Transactional Analysis and Neuro-Linguistic Programming. Jon's philosophy is to work co-operatively with people in finding their own solutions to what works best for them.

### Workshop Timetable

#### Day 1

9.00am	Registration & Coffee
9.15am	Welcome & Introduction
9.30am	The role of the manager
10.00am	The facilitative approach to managing people
10.30am	Break
10.45am	Role-modelling desired behaviours
1.00pm	Lunch
2.00pm	Polishing those Interpersonal Skills
3.30pm	Break
3.45pm	Time management – the art of getting it all done
4.35pm	Recap on learning
4.45pm	Close

#### Day 2

9.00am	Coffee
9.15am	Welcome & brief recap on yesterday
9.30am	Reward and recognition
10.00am	Performance reviewing, brief overview of the use of appraisals
10.30am	Break
10.45am	Performance reviewing continued
11.30am	Managing meetings
1.00pm	Lunch
2.00pm	Visioning and goal setting
3.00pm	Break
3.45pm	Team working
4.30pm	Recap on learning
4.45pm	Close

### Workshop Cost

**£295.00 + VAT**

07&08 Oct 09	Regus, Exeter
03&04 Nov 09	Carlyon Bay Hotel, St Austell
24&25 Nov 09	Lyngford House, Taunton
09&10 Feb 10	Buckerell Lodge Hotel, Exeter
13&14 Apr 10	Lyngford House, Taunton
04&05 May 10	Buckerell Lodge Hotel, Exeter
15&16 Jun 10	Carlyon Bay Hotel, St Austell