

# People Management Skills for New Supervisors & Team Leaders - The Role, The Team & The Individual

2 Days PM

## OVERVIEW

By using real life examples, new leaders can return to work feeling motivated and confident that they can make a positive impact in their new role.

If your people are new to management this course is the ideal way to gain the skills they require quickly. By completing pre course work we link course material to their real life work experiences. As a new leader they will return to work feeling motivated and confident that they can make a positive impact in their new role. They will also leave with a personal post-course action plan to implement.

## DESIGNED FOR

Definitely suitable for supervisors, team and section leaders who are new to their role or who have had no previous training in the basics of people management. Supervisors with more experience may prefer Team Management and Leadership Skills for Supervisors & Team Leaders.

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- Develop the key people management skills to ensure success in their supervisory role.
- Enhance the effectiveness/performance of their team and the achievement of objectives and results.
- Set and reach both personal and team objectives using delegation and time management skills.
- Understand how to overcome barriers to communication.
- Motivate, manage and lead their team and individuals to meet objectives and deliver results.
- Help staff solve problems which lead to under-performance.
- Handle difficult situations and people using empathy and constructive feedback.
- Effectively supervise individuals they used to work alongside.
- Practise the skills of assertiveness and active listening.
- Deal more effectively and confidently with disciplinary situations or conflict.

## TOPICS COVERED

### Defining your Role and Responsibilities

- What is required of you? - role and responsibilities
- Meet new challenges and changes with confidence
- Meet the demands of your manager and team
- Work with your manager to achieve your goals
- Establish your personal leadership style

### People Management, Team Development and Delegation

- Set personal and team objectives
- Build a positive and successful team
- Recognise strengths and develop individuals' potential
- The process of delegation and its benefits
- Overcome the barriers to effective delegation

### Motivating the Team

- Maximise and maintain input and motivation - build the desire for results
- Provide recognition and feedback
- Motivate to achieve maximum performance
- Link individual effort to team and organisational goals

### Effective Communication

- Overcome barriers - ensure your communications get results
- Assess and listen to your team's needs
- Communicate more assertively in team meetings
- Define feedback and how to give constructive feedback

### Overcome People Problems and Difficult Situations

- Deal with difficult people and situations - working towards positive conclusions
- Supervise people you used to work alongside
- Understand the decision-making process
- A 6 step technique to problem solving

### Improve Team Performance

- Prioritise and plan for yourself and others
- Respond to poor performance
- Develop effective strategies for yourself and your team

### Personal Development

- Prepare and develop a personal action plan to support your return to the workplace

## EXTRA NOTES

*Further Development:*

*Interpersonal Effectiveness for Managers (IEM)*

*Negotiation Skills Workshop for Managers (NGW1)*

*People Management in Action - Essential Follow-up to People Management Skills for New Supervisors & Team Leaders (PMR)*