



**MJM Business Solutions Limited**

Management Training and Consulting

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## **HOW TO EXCEL IN MANAGING AND SUPERVISING PEOPLE**

**2 Days**

### **Executive Summary**

The ability to manage people effectively is vital in business today. Are you confident your managers have the skills and knowledge needed? We all know how demanding and challenging the responsibilities of management can be. When you are a manager you are not only expected to manage yourself, but also to deal with the day-to-day working challenges and emotional demands of the rest of the people and teams you manage. Do your managers know when they need to tell team members, coach them, support them or delegate to them?

Most of us start our careers as individual contributors, responsible only for our own work. Once we have become competent and develop expertise in the role we may be considered suitable for promotion. The first step on the management ladder is the supervisor, team leader, or first line manager. This role requires the individual to develop new skills such as communication, problem solving, managing people, leadership, planning, motivation and delegation.

This is a lively and interactive two day workshop that covers all these topics and uses a number of exercises to demonstrate the principles of supervising and managing people. Delegates will get the opportunity to practice their newly acquired skills in a "safe environment" enabling them to succeed in their role.

At the end of the two days participants will see that leading people is a skill that can be learnt by most people. Understanding how people react in certain circumstances as well as understanding their own abilities can be very rewarding and enjoyable.

## **Is this seminar for me?**

Whether you are an existing or new manager - if you want to become more effective and achieve more and you want to quickly improve your management capabilities then this two days is for you.

This two day programme has been specifically designed for people who have little or no experience of supervising or managing others or who have some experience but no formal training in this area. It is designed to help you overcome many of the supervisory problems you will encounter in the role. You will also learn what you do well and other areas you may want to focus on for further development. You will also take away fresh ideas and imaginative solutions that you can use straight away

## **Learning methods used**

Instructor led facilitation. This seminar is designed to be highly practical, interactive, hands on and fun. The event will be a mix of exercises, pair work and small group discussion. In addition to sharing ideas, tools and tips delegates will receive work books with comprehensive notes.

## **Detailed Seminar Outline**

### **Day 1**

#### **Introduction and Welcome**

#### **The role of the supervisor / manager**

- The myths of management
- What effective managers really do

#### **How to be a manager**

- Differing views of management
- Understanding responsibilities

#### **New manager challenges**

- Providing direction
- Leave and absence
- Handling grievances
- Disciplinary
- Dealing with conflict

### **Managing your workload**

- Time management
- Planning, prioritising and allocating work
- Scheduling
- Delegating

## **Detailed Seminar Outline**

### **Day 2**

#### **Managing People**

- Interpersonal skills
- Communication

#### **Leading the team**

- Coaching and supporting
- Leadership styles
- Running effective meetings

#### **Developing the team**

- Performance Management
- Individual goal setting
- Teamwork
- Training and development
- Giving feedback
- Problem solving

#### **Achieving business objectives**

- Motivation and commitment
- Goal setting
- Maintaining high performance

#### **Action Planning**

- Plan and discuss what they will do on the return to work

## **Methodology**

Our programme is designed to be highly practical, understandable, hands on and fun We will be using case studies and scenarios. In addition to giving ideas, principles and theories we will give delegates methods, tools, tips, techniques and strategies that will allow them to raise their understanding about all aspects of customer service

## **You will learn**

In the two day programme, you will learn the techniques and build the skills that will allow you to:

- Develop a rounded view of the managers role
- Develop an appropriate leadership style
- Build a positive image and become more influential
- Set a direction for the team
- Manage team dynamics.
- Coach and support individuals
- Create work plans and allocate resources
- Delegate tasks successfully
- Conduct performance appraisals and provide feedback
- Know when and how to run meetings
- Build a strong and committed team
- Deal with conflict and emotion
- Motivate, inspire and gain commitment from your team

By the end of the two days you will have a good understanding of team performance, the importance of good communication and the basic principles of leadership.

Our trainers bring with them a wealth of experience in the subject. Our approach is professional and relaxed to quickly build confidence, delivered by trainers who have consistently exceeded expectations in their own careers. We expect participants to be fully involved in the process, be enthusiastic and work hard to change their behaviours and to incorporate new learning.