

**COURSE
PROFILE:**

frontline kiwi



People Management

The management of people is the key to success of your business. As a manager you can have a major impact on your team's performance. Learn how to generate staff commitment and clarity in their role; delegate effectively; set goals and review their performance; take corrective action where needed; support, train and develop them; and reward them so they stay motivated. Create the kind of culture where people are both proactive and accountable, based on HR management best practice, and where you don't have to be constantly supervising.

Course benefits:

- ▶ A coherent team, structured to meet the needs of the business
- ▶ Individuals clear and focussed on the role required of them
- ▶ Developments in the team's workload managed through flexibility and delegation
- ▶ Performance issues managed early, before they become major
- ▶ High staff competence through effective on-job training
- ▶ More effective use of your management time
- ▶ A more productive workforce

**Learning
Outcomes:**

- ▶ Understand performance management as a framework for managing people
- ▶ Develop clarity in your team's roles and structure
- ▶ Set goals that work
- ▶ Delegate effectively
- ▶ Review team members' performance, as needed, at formal reviews
- ▶ Manage shortfalls in performance, within HR best practice
- ▶ Organise and deliver effective on-job training
- ▶ Understand people's motivations, and provide a range of rewards to suit

Target Audience:

- ▶ Managers and supervisors of small team. E.g. Retail branch managers, sales or operation team leaders in larger organisations.

Course features:

- ▶ This is a two day course plus a follow-up assignment reporting on the application of new skills and knowledge back at work.

Course Fee:

- ▶ \$500 per delegate, includes tuition, course materials, assignment marking and follow-up, plus GST.