

## The Brilliant People Manager

How to get the best possible performance from yourself and others.



### WHO SHOULD ATTEND

If you are looking for really practical management ideas that you can apply immediately, then this is the course for you. It's designed to boost your confidence in the things that you are already doing well, and add new ideas and finesse to our management to help you to do even better.

### SUMMARY

It's likely that your reward for being brilliant at work was to become a manager, and after the thrill and novelty had faded you realised that, in addition to your day job, you had suddenly assumed the responsibility for getting the best out of a whole team of people.

This course is designed for you – it's all about getting the best possible performance from yourself and others, creating a spirit of motivation, dealing with people who are not at the top of their game and bringing a real spark to your management.

The day is highly participative, interactive and fun and you'll take away ideas that you can apply immediately on your return to work.

### WHAT YOU'LL LEARN

#### Who are you?

The greater your insight into who you are and how others perceive you, the greater will be your skill in stepping into others' shoes and understanding how to get the best out of them. At the start of the course, you'll have an opportunity to assess yourself, and at the end, to get some feedback on the impression that you have made on other course participants.

#### Your preferred management style

If you know your preferred management style, you can make rational judgements about when it will and will not be most useful. You'll explore a variety of alternative management styles and learn to use them to get the richest solutions in a variety of realistic work situations.

#### High performance vs. tick box cultures

Most organisations are on a spectrum from high performance to tick-box. You'll discover where your organisation and your team are, where your own attitude falls on the spectrum and how to move people further towards high performance.

#### Motivation

Do you truly know what motivates you? And could you, hand on heart, describe the real motivators for each of your team members. You'll learn how to analyse motivational drivers and how to use them to help people to feel more motivated and perform more effectively.

**Delegation that works**

One of the hardest lessons to learn in management is that you can't do everything yourself.

**Collaborative problem-solving**

As command and control management fades into obscurity in the best-run organisations, and as you find yourself managing Millennials, who may think very differently from you, so you need a different toolkit to ensure the highest performance. Here you'll learn a number of fascinating techniques of collaborative problem-solving and decision-making which, though involving others, help your people to realise that they have a genuine contribution to make.

**Giving and receiving feedback**

Have you ever let something go, thinking that it won't recur, only to see it happen again? The best feedback is given at the moment at which something good or bad occurs, but giving feedback with no real structure can be an uncomfortable prospect. In this session, you'll learn how to give structured feedback that reinforces good practise and stops bad practice in its tracks.

**Introducing change and making it stick**

It used to be said that leaders speak the future into existence and managers manage the status quo. There is no longer a status quo! Managers must be able to offer some sense of 'business as usual' in times of change. Here you'll learn how to introduce change that works and how to get the most resistant people to write the change plan!