



The Essentials of People Management

1 day course

The purpose of the course is to give the attendees skills and knowledge of the key aspects of people management. It will equip line managers with the skills to manage the sorts of issues they may need to deal with on a day-to-day basis. Throughout the course the underlining theme will be the importance of effective people management for the organisation to thrive. This goes beyond the importance of legal understanding and looks at the impact that engagement can have on the organisation.

Style of delivery

The training is very interactive, whilst still ensuring that the key facts and essential processes are taught. Where relevant in the design of the course reference will be made to the participants' organisations' policies and procedures, to ensure they are incorporated as the way of managing people.

There will also be plenty of opportunity for the attendees to discuss any past issues that they would like to reflect on, in terms of how they managed situations, or current issues they are yet to address.

Content

The course will look at:

- What "people management" means, and what makes someone an effective people manager
- How to get the very best from your team and in return, for your company and its customers
- The importance of managing performance and how to make it part of everyday management
- How to deal with any issues of poor performance
- A (very) brief introduction to Employment Law
- Disciplinary and grievances – how to manage difficult situations.

What others have said about this course

"Very useful to understand the reasons for effective management and then to implement it again and again. There is no quick fix to staff and people management but the right structure and action repeated will produce the desired outcome."

"Very engaging and thought-provoking. The course content is very easy to relate to and presented clearly."

**To find out more or to book this course for your team, call us on
01536 215240 or email emma@gatewayhr.com**