



## Introduction to People Management

2 day course

The purpose of this course is to give the participants knowledge of the key aspects of people management, and the skills for delivering effective management. It will give them the confidence to manage the main aspects of the employee lifecycle, from recruitment and selection, through to someone leaving the company.

Throughout the course, the underlying theme will be the importance of effective people management for the organisation to thrive. This goes beyond the importance of just having a legal understanding of management, and looks at the impact that engagement can have on the organisation.

### Style of delivery

The training is very interactive, whilst ensuring that the key facts and essential processes are taught. Where relevant, reference is made to the participants' organisations' policies and procedures to ensure they are incorporated as the way of managing people. There will be plenty of opportunity for participants to discuss any past issues that they would like to reflect on in terms of how they managed the situation, or current issues they are yet to address.

### Content

The course is run over two days:

#### Day one

- Establishing what effective supervision is and why it is so important
- Discussing how participants would know if they had a high performing team
- Considering the importance of self-awareness when supervising others
- Building confidence in having difficult conversations
- Mastering the art of effective delegation.

#### Day two

- Establishing what people management is, and what makes someone an effective people manager
- Looking at a brief introduction to employment law
- Clarifying the key stages of recruitment and selection, and the importance of getting it right
- Looking at how best to manage difficult situations, including disciplinaries and grievances
- Considering how to manage sickness, and how to move beyond simply reporting
- Developing the key skills and understanding needed for performance management.

### **What others have said about this course**

*“A great course for experienced or new managers. Allows the manager to think about situations and solutions and to have an awareness of employment law.”*

*“Really helpful and down-to-earth and sensible.”*

*“Excellent training, all we needed to know was answered!”*

*“Good to go through this course for a new manager like me. It is also a good refresher for people who have been managers for a while, to understand current trends in a working environment.”*

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