

- MOTIVATION

- PRODUCTIVITY

- RESULTS

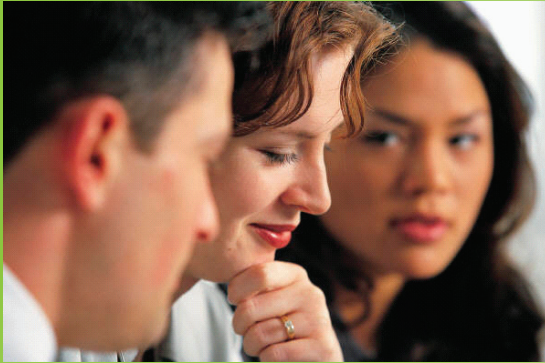
TEAMWORK

- PERFORMANCE

- PROBLEM SOLVING

- COMMUNICATION

EFFECTIVE PEOPLE MANAGEMENT PROGRAM



- FRIENDLY DYNAMIC WORKSHOPS

- PRACTICAL REAL WORLD EXAMPLES



“You don’t have to be great to get started. But you have to get started to be great.”

Les Brown

A course that focuses on more than just skills. We all know highly skilled people that don’t perform very well. Equally, we can identify individuals with a lower skill base that always deliver beyond our expectations.

So what makes the difference? Organisational Psychologists agree that the attitude we bring to a situation and the resultant behaviours we display will define the outcome.

The ***Effective People Management*** program focuses on attitude and behaviour in the workplace. Skills are important and this program abounds with skill based activities. Practical research indicates that it is the combination of all three that will produce excellent people performance.

This course explores the way people think and act in their working environment. Particular emphasis is placed on people management, customer relations, personal and team performance as well as achievement of work based goals.

Real life case studies, role plays and solutions to work based challenges are points of discussion in every workshop.

If you are new to managing people or your responsibilities have increased then this is the course for you.

Individuals that have been managing for a while will find the program concepts and management exercises invaluable in refreshing their techniques. Sometimes, even experienced staff can be overwhelmed in a demanding role. The ***Effective People Management*** program focuses on strategies that can provide staff with immediate assistance to perform in their roles. The ideas are practical, relevant and easy to apply in the workplace.



**SOUTHERN STAR
LEARNING**

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**MAKING A DIFFERENCE IN OUR WORLD
ONE PERSON AT A TIME**

www.southernstarlearning.com.au

EFFECTIVE PEOPLE MANAGEMENT MODULES

PROLOGUE MEETING - HOW WE BECOME SUCCESSFUL IN LIFE!

- The Slight Edge - what Champions will do that others won't
- A Formula for Success
- Developing SUCCESS habits - how to create a Structured Approach to Personal Change
- The Power in becoming a 1 Percent Person

WORKSHOP ONE - GOAL SETTING AND WORK FLOW PLANNING

- The Art of Recognising the impossible and changing it to the achievable
- Writing Goals, Planning them and setting Actions Steps that deliver
- How to take a big project and break it down into bite size pieces
- Setting, Measuring and Monitoring targets

WORKSHOP TWO - TIME EFFECTIVENESS - SELF AND TEAM MEMBERS

- Personal Productivity improvement - the Art of Managing Yourself within a given time
- What are your High Return Activities - how to do more of them
- To Do Lists that work - daily and weekly time plans
- Dealing with paperwork, emails and interruptions

WORKSHOP THREE - COMMUNICATION FOR PERFORMANCE

- Listening and Questioning Skills - the Foundation of Understanding Others
- The Value of Clear Expectations and how to Influence Positively
- Understanding the Real Message in difficult situations
- Listening exercises: improving your Habitual Listening Style

WORKSHOP FOUR - DELEGATION SKILLS, ATTITUDES AND HABITS

- Delegation is more than passing work onto others
- The 10:1 investment principle
- The value of up-skilling others and the Levels of Delegation required to do so
- How to Effectively Delegate for Results and Growth

WORKSHOP FIVE - MOTIVATION OF SELF AND TEAM MEMBERS

- Why People Act the Way they Do - and what role you can play in their growth
- What Motivates people and the Key Skill sets to improve activity
- Desire and Expectation: the Multipliers of Performance
- Motivation: Fear, Incentive or Something Better

WORKSHOP SIX - PROBLEM SOLVING AND DECISION MAKING

- What's my Preferred Analysis style and how does it Affect my Work
- How to overcome Procrastination - stopping Decision Making Paralysis
- Logical skills for good Decision Making and Problem Solving
- Gather all the Facts: Consultation and Action

WORKSHOP SEVEN - DEALING WITH DIFFICULT PEOPLE

- Empathy - The Power in Understanding Others
- Authority and the Management of Poor Performers
- Turning Difficult People situations into Opportunities for Growth
- The Power in Giving and Receiving Quality Feedback

WORKSHOP EIGHT - DEVELOPMENT OF PERSONAL POTENTIAL IN OTHERS

- Identification of Needs - Creating individual Development Plans for staff
- Coach, Mentor or Trainer - acquiring new habits
- Managing Talent - individual Learning Styles
- Learning about how we Learn: the Stages of Unconsciousness



“ Be the change
you wish
to see in
your world! ”

Mahatma Ghandi

