

PEOPLE MANAGEMENT SKILLS: THE ULTIMATE GUIDE TO MANAGING PEOPLE

PARTICIPANT GUIDE



People Management Skills: The Ultimate Guide to Managing People

Section 1: Introduction

Welcome

Welcome to People Management Skills: The Ultimate Guide to Managing People training!

Upon completion of this training, you will be able to:

- Explain the impact poor management skills has on employees and companies
- Identify skills needed to have productive relationships with your team members
- Give examples of skills that can be used to boost morale amongst team members

Before the training begins, take a few moments to write down your expectations of this course:

Contents

This training consists of the following sections:

- Section 1: Introduction
- Section 2: Impact of Poor Management Skills
- Section 3: Creating relationships with your team
- Section 4: Wrap-Up

Section 2: Impact of Poor Management Skills

Purpose

This segment reviews the impact poor management skills has on a team and the business. It's important for leaders to understand the impact their actions have on the members of their team. Understanding their point of view will improve your relationship with your team and will improve their work performance as well.

Key Points

- 79% of the adults surveyed for OC Tanner's study claim that a lack of appreciation was a major reason for quitting
- Only 32 % of the workers surveyed in Gallup's 2015 study felt engaged in their jobs
- Research shows that the leading reason most employees quit their jobs is due to a "bad boss experience"

NOTES:

Section 3: Creating relationships with your team

Purpose

This segment reviews the importance of having positive, meaningful relationships with your team members. In order to be a great leader, you need to have leadership skills as well as people skills. It's important to make sure your team feels valued.

Four Essential Skills for Managers

1. Listen effectively to learn from others
2. Inquire for insight and understanding
3. Tell their truth with empathy and compassion
4. Express confidence in their people

Leadership Pizza Activity

After the activity is over, write down the leadership qualities that the other groups shared as well as the ones your group shared during this activity.

NOTES:

Section 4: Wrap-Up

Before you go...

Allow the information you have learned during this course to have a positive impact on your relationship with your team. Before your next interaction with them, try to take some time to think about the questions below:

1. What do you think should stay the same?

2. What do you think should you should change?
