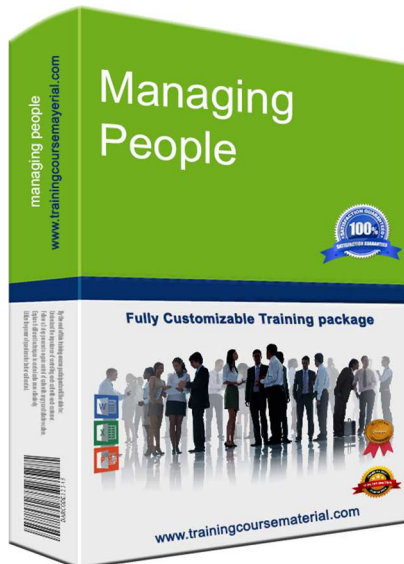


Duration: 1 Day or 2 Days

Audience: People managers – line managers- supervisors



Overview

Packed with fun, hands-on activities, this two-day program will help you teach your class four core management fundamentals that are essential for each new line manager and supervisor. From setting clear objectives to monitoring performance to motivating your team, situational leadership and more, the program helps you teach key management concepts with a fun practice activity in each module to help you

apply the concepts learned in a fun interactive manner. Additionally, as a wrap-up, participants get to practice what was learned in a skill practice role play activity as a practical review.

Course objectives:

By the end of this training course participants will be able to:

- Identify the personal qualities and skills of an effective manager/supervisor.
- Recognize the importance of setting clear objectives and instructions to facilitate good performance.
- Understand and implement the principle of MBWA (Management By Walking Around) to check that standards are being maintained through effective performance monitoring.
- Identify methods for monitoring staff's performance against both quantifiable as well as behavioral objectives.
- Understand the importance of constructive feedback in maintaining performance standards.
- Understand the key concept of situational leadership.
- Identify ways to motivate staff in the workplace.

Outline of topics

Module 1 : Introduction:

- ✓ The Four Management Fundamentals
- ✓ What's your job?
- ✓ The Perfect Manager – Activity
- ✓ The Perfect Employee --Activity

Module 2 : Setting Direction:

- ✓ The Management Cycle
- ✓ Situational Leadership.
- ✓ Goals and Direction Setting.
- ✓ SMART goals and making the intangible tangible.

Module 3 : Monitoring Performance:

- ✓ Monitoring performance against quantifiable objectives.
- ✓ Monitoring performance against behavioral objectives.
- ✓ Management by walking around – MBWA.
- ✓ “You get what you inspect” – activity.

Module 4 : Keeping Staff Motivated:

- ✓ What motivates us?
- ✓ Maslow's hierarchy of needs.
- ✓ Frederick Herzberg's motivational model.
- ✓ Skill vs Will Matrix.

Module 5 : Giving Feedback:

- ✓ Positive and negative feedback.
- ✓ BEF formula for constructive feedback.
- ✓ Forum theater interactive role play and case study.

Competitive review game - *An Exciting review challenge (Power Point Game)*

The Training package includes:

- Self-discovery activity
- Group exploration and facilitator-led discussions
- Best practice theory exploration
- Game-based learning
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**

<https://plantraining.wordpress.com>