

## MANAGING PEOPLE

### Learning Outcomes:

- Identify the personal qualities and skills of an effective manager/supervisor.
- Recognize the importance of setting clear objectives and instructions to facilitate good performance.
- Identify methods for monitoring staff's performance against both quantifiable as well as behavioral objectives.

Topics	Sub topics
<b>Introduction</b>	Context and background
<b>Module 1</b>	<ul style="list-style-type: none"> <li>• The Four Management Fundamentals</li> <li>• What's your job?</li> <li>• The Perfect Manager</li> <li>• The Perfect Employee</li> </ul>
<b>Module 2: Setting Direction</b>	<ul style="list-style-type: none"> <li>• The Management Cycle</li> <li>• Situational Leadership</li> <li>• Goals and Direction Setting</li> <li>• SMART Goals and Making the intangible tangible</li> </ul>
<b>Module 3: Monitoring Performance</b>	<ul style="list-style-type: none"> <li>• Monitoring performance against quantifiable objectives</li> <li>• Monitoring performance against behavioral objectives</li> <li>• Is it a training problem?</li> <li>• Management by walking around - MBWA</li> </ul>
<b>Module 4: Keeping staff motivated</b>	<ul style="list-style-type: none"> <li>• What motivates us?</li> <li>• Maslow's hierarchy of needs</li> <li>• Frederick Herzberg's motivational model</li> <li>• Skill Vs Will Matrix</li> </ul>
<b>Module 5: Giving Feedback</b>	<ul style="list-style-type: none"> <li>• Positive and negative feedback</li> <li>• BEF formula for constructive feedback</li> <li>• Forum theatre interactive role-play and case study</li> </ul>
<b>Conclusion</b>	End of the day

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