

## Managing People Effectively

A series of dynamic, one-day management workshops designed to provide participants with the latest tools and techniques for successfully managing people.

### The Course Outcomes

By the end of the series of workshops, delegates will:

- Understand the tools and techniques of best practice management
- Be able to apply them in the workplace with confidence
- Have a greater awareness of themselves and others at work

### Who should attend?

- Managers who may well have all the technical tools and want to add to a **people skills tool box**
- Managers who are newly appointed and want to establish **credibility**
- Managers who have been in position for some time and want to discover some of the more **progressive** approaches
- Anyone who wants to save **time**, improve **performance** and reduce the **pressure** by managing people more effectively

## THE COURSE LEADER

### Jeff Colligan

An expert on organisational change and performance improvement, Jeff's impressive credentials include leading many organisations to award winning levels of achievement. His lively and dynamic presentations are firmly based on demonstrating the fundamentals of good management practice by involving delegates throughout.

National  
Training Helpline  
0870 438 2573

All courses are available  
in-house, speak to our friendly  
training advisors for more details

## Comments from past delegates

*"Very informative, with new ideas."*  
Technical Director,  
Security alarm company.

*"Very enjoyable - not so  
daunting as expected!"*  
Facilities Administrator,  
Industrial gas  
manufacturer.

*"Covered lots of interesting  
points and the team  
discussions allowed these to  
be put to practical use.  
Excellent workshop, enjoyable  
and fun."*  
IT Support,  
IT systems developer.

*"Interesting, informative and  
promoted involvement."*  
Estates Manager,  
TV programme maker.

*"Very good - lots of food for thought."*  
Financial Controller, Hotel.

*"Good, 'hands-on' and  
interesting!"*  
Production Manager,  
Plastics manufacturer.

# Effective People Management Skills

January - December 2007

[www.jpd.co.uk](http://www.jpd.co.uk)

### Would you like to:

- ✓ inspire others
- ✓ achieve greater performance
- ✓ motivate others
- ✓ communicate effectively
- ✓ resolve conflict
- ✓ manage difficult people
- ✓ free up time to plan and prepare

Visit [www.jpd.co.uk](http://www.jpd.co.uk) for more details

JPD Training Ltd, The Station House, Plumley, Knutsford, Cheshire WA16 9RX

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Recognising Achievement  
Promoting Excellence



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## Leadership

### You Will Learn

Whether a traditional or a more progressive approach to leadership you will inspire your people to even greater heights of achievement.

### Workshop Content

- The 3 components of effective management
- The different styles of leadership
- What will influence your style
- How to empower others
- The techniques of Coaching, Mentoring and Facilitating
- Methods of influencing and inspiring others to change

## Communicating Effectively

### You Will Learn

How to influence your colleagues, your team and your boss through communicating effectively - one to one or in a group

### Workshop Content

- The relationship between thinking and talking
- The power of words
- The forgotten skill of listening
- Using questions to control the discussion
- The significance of non-verbal communications
- Briefings - general/specific and *lively*
- Making the message memorable

## Performance Motivation

### You Will Learn

How to improve people's morale and motivation, especially at those times when you are short staffed, have a busy schedule and/or have a difficult task to complete.

### Workshop Content

- How to motivate in the 'real' world
- Two theoretical models
- Positive and negative methods of boosting performance
- The use of feedback
- How to review an individual's performance effectively
- Agreeing goals and targets

## Working with Difficult People

### You Will Learn

The crucial skills of how to manage 'difficult' people, ensuring that the outcome is a win-win result for all concerned, including yourself.

### Workshop Content

- The differences between attitudes, feelings and behaviours
- Which one should you manage
- What is a positive attitude?
- We all have a personality
- Why people have different perceptions
- Managing conflict successfully
- Achieving a win-win outcome
- Understand and apply the tools and techniques of best practice people management

## Personal Power & Effectiveness

### You Will Learn

How to eliminate those time wasting activities, start taking control and reduce the pressure you are under. This in turn will free your mind and allow you to think, prepare and plan for the future.

### Workshop Content

- The three variables of managing your time
- If you can't measure it, you can't manage it
- Urgent vs important priorities
- How to say 'no' diplomatically
- Eliminating the paper mountain
- Faster report writing
- Achieving more effective meetings
- Simple yet powerful techniques for dealing with stress

## Successful Teamworking

### You Will Learn

How to create team spirit within the workplace and ensure that everyone is pulling in the same direction.

### Workshop Content

- What all high performing teams have in common
- Top down or bottom up approach
- The different types of team members
- Team building
- Exploring team dynamics
- A problem solving methodology
- Using creative and logical problem solving

## Course Fees

£195<sub>+VAT</sub> (£229.13) per course OR

Book any six courses for only £895<sub>+VAT</sub> (£1051.65)

## MANCHESTER/PLUMLEY

### Leadership

6 February 2007    22 May 2007    16 October 2007

### Communicating Effectively

20 February 2007    5 June 2007    30 October 2007

### Performance Motivation

6 March 2007    19 June 2007    13 November 2007

### Successful Teamworking

7 March 2007    20 June 2007    14 November 2007

### Working with 'Difficult' People

20 March 2007    3 July 2007    27 November 2007

### Personal Power and Effectiveness

3rd April 2007    17 July 2007    11 December 2007

## LUTON/DUNSTABLE

### Leadership

7 February 2007    23 May 2007    17 October 2007

### Communicating Effectively

8 February 2007    24 May 2007    18 October 2007

### Performance Motivation

21 February 2007    6 June 2007    31 October 2007

### Successful Teamworking

22 February 2007    7 June 2007    1 November 2007

### Working with 'Difficult' People

14 March 2007    27 June 2007    21 November 2007

### Personal Power and Effectiveness

15 March 2007    28 June 2007    22 November 2007

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