



**PAUL  
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## Managing People

*This is one of a number of bespoke training modules designed to improve the people management skills of your staff. These courses are designed to be interactive, fun and informative.*

This is a one day workshop looking at the skills required to manage the people within your teams.

### Learning Outcomes

The key learning points for this workshop will be:

- How important behaviours and values are in managing other people
- How to set goals and objectives.
- How to review performance.

### Approach

The workshop will be split as follows:

#### **Personal Experiences.**

The first part will allow attendees to reflect on their experiences of good and poor management either from work, school or other arenas of life. This will then lead into an interactive discussion to define the good and poor behaviours in managing other people. This will be important for the next stages.

We will then create a fictional company with different roles within the company for the next parts.

#### **Setting Goals**

The attendees will work in pairs and set out goals and objectives for each other using a SMART approach. They will feedback on each other's styles. The goals will be based on achieving the fictitious company's overall objectives. The aim is for the attendees to think about the objectives from the companies', point of view as well as the individuals.

*See over*

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### **Handling Poor Performance**

Attendees will then be given scenarios to discuss in pairs on handling poor performance. Attendees will then work in pairs to practice providing feedback to each other with a third person observing to provide view of how well the feedback was given and accepted.

### **Reviewing Performance**

We discuss 1-2-1's and appraisals techniques. Based on the goals and objectives set earlier, the pairs will then undertake performance reviews, using the skills they have started to develop in the previous exercise.

### **A review of learning points**

Each workshop ends with a review of what has been learnt. In addition, I will ask attendees to discuss ways in which they can implement the lessons of the day into their work life and come up with three things they will do differently in their job.

*End*

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