

## Module: “Leading and Managing People” Learning Outcomes

Each unit should take between 4 and 6 weeks to complete

Unit	Title	At the end of this unit you will have..,
1.	<b>Time Management and Personal Organisation.</b> Most managers and leaders struggle to find the time to invest in their people in the right way at the right time.	<ul style="list-style-type: none"> <li>• Clear strategies and tactics for deciding priorities around people management</li> <li>• The discipline to master your diary and your stress</li> <li>• Tools and skills to say no effectively</li> </ul>
2.	<b>Managing Change</b> “There is nothing as permanent as the permanency of change” The modern day manager and leader has to be expert at coping with change.	<ul style="list-style-type: none"> <li>• The ability to coach your team through change</li> <li>• The ability to recognize the people who adopt early and the resisters of change</li> <li>• Quality communication tactics to keep everyone informed</li> </ul>
3.	<b>Managing Your Emotions. Handling Criticism &amp; Receiving Feedback.</b> As a Manager and Leader, your own development and growth is critical to your success.	<ul style="list-style-type: none"> <li>• The tools and coping strategies for managing your emotions</li> <li>• An understanding and belief that feedback is rarely personal and often good for you</li> <li>• The ability to question and understand</li> </ul>
4.	<b>Empowering and Delegating Effectively</b> The power of a team is unstoppable. Your job is to manage them and their growth, not do it for them.	<ul style="list-style-type: none"> <li>• Clear strategies on who to delegate what to, and how</li> <li>• A deeper understanding of individual strengths</li> <li>• The ability to balance being directive with allowing them to find their own way</li> </ul>
5.	<b>Managing Performance</b> Getting the best from people is a daily discipline. Don't wait until it all goes wrong to manage and coach performance.	<ul style="list-style-type: none"> <li>• The tools to map your team's strengths and development opportunities</li> <li>• Clear objective setting strategies</li> <li>• Skills and tools to hold accountable, performance enhancing conversations</li> </ul>
6.	<b>Giving Effective Praise and Development Feedback</b> Feedback is the very lifeblood of any organisation. We all like a pat on the back when we do well, and we all need to have our blind spots fed back to us when we don't.	<ul style="list-style-type: none"> <li>• Less fear of giving constructive improvement feedback</li> <li>• The tools and strategies for giving praise and constructive criticism</li> <li>• A motivated and engaged team</li> </ul>
7.	<b>Embracing and Handling Conflict</b> The road to real alignment is often paved with conflict. Nothing good ever happened without some disagreement along the way	<ul style="list-style-type: none"> <li>• The ability to recognise conflict and your preferred style of dealing with it</li> <li>• The tools and skills to flex your style in order to have challenging conversations</li> <li>• A team that are willing to embrace difficult conversations for the greater good</li> </ul>
8.	<b>Running Effective Meetings.</b> If they are not managed well, meetings can be a huge drain on resources and motivation, but it doesn't have to be that way!	<ul style="list-style-type: none"> <li>• The ability to hold productive action and outcome orientated meetings that motivate and inspire all attendees</li> <li>• The ability to get alignment from all attendees – no side meetings anymore</li> <li>• Less frequent meetings</li> </ul>