



## People Management Workshop

A BITESIZE WORKSHOP: MANAGE INDIVIDUALS/TEAMS TO PERFORMANCE



### Learn how to:

1. Deliver the hard messages to individuals objectively without causing offence
2. Hold an individual accountable to their results or lack thereof through the power of questioning
3. Embrace conflict and challenge comfortably
4. Undertake effective and efficient 1-2-1's

**If you can answer yes to any of the following questions then this bitesize workshop will be effective for you:**

1. Do you wish that people would just do the job the way you need and want?
2. Do you wish you could just tell them straight when they are not doing what you want?
3. Do you wish you could fly through 1-2-1's and still have them achieve what you and they need?
4. Do you wish you could make them as responsible for their own results as you seem to be for their results?

These are the typical frustrations of anyone managing individuals or a team, even when you are just managing 1 person.

This bitesize workshop ensures you bring your issues and through some simple tools and processes you go back being able to achieve the above.



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## Workshop Agenda & Structure - 3 hour workshop

Time	Agenda
8:30am	<b>Identifying the individual objectives &amp; People Challenges</b> <ul style="list-style-type: none"><li>➤ ABCD Players –What type are you? Which players are in your team – Competency versus Desire/ Aptitude</li><li>➤ Johari window – Blind spots and hidden areas within your team</li><li>➤ Overview Robert Lencioni’s 5 Dysfunctions of a Team</li></ul>
9:00am	<b>What does empowerment mean to you? Risks vs benefits?</b> <ul style="list-style-type: none"><li>➤ Overview Parent/Adult/Child concept. Discuss how to remain Adult</li><li>➤ How easy is it to remain ‘Adult’ with some of your team?</li><li>➤ Herzberg’s 2 Factor Theory of Work Motivation. Day to day RARA?</li><li>➤ Pairs practice: How could you bring more RARA to your style?</li></ul>
10:00am	<b>Break 15 minutes</b>
10:15am	<b>Responding Successfully to a challenging Employee / Accountability</b> <ul style="list-style-type: none"><li>➤ Buying time &amp; responding</li><li>➤ Exercise – the power of the right question at the right time</li><li>➤ WIIFM</li><li>➤ Using Open Questions to get an individual to performance</li><li>➤ The ‘Signposting Tool’ – Getting the response you want</li></ul>
10:45am	<b>The value of effective 1-1s</b> <ul style="list-style-type: none"><li>➤ Overview of the ‘clock’ approach to team communication</li><li>➤ Discuss: great 1-1s</li><li>➤ Explain the ACT feedback model</li><li>➤ Use the ACT model for giving 1-1 feedback</li><li>➤ A refresher of the Tuckman team dynamics model</li></ul>
11:00am	<b>ACTION</b> <ul style="list-style-type: none"><li>➤ Plan your next 1:1</li><li>➤ Role Play the next 1:1</li><li>➤ Role Play the last challenging conversation using the tools discussed</li><li>➤ Role Play thinking on your feet – handling lateness, attitude &amp; Performance using the tools learned</li></ul>
11:30am	<b>CLOSE &amp; Agreed Actions</b>



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