

PEOPLE MANAGEMENT & IMPROVING MANAGERIAL ASPECTS



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TRAINING CENTER



Introduction

Managers deliver results through people, yet most are promoted for technical skill rather than people skill. The People Management & Improving Managerial Aspects Course closes that gap. It builds the practical abilities every manager needs: setting clear expectations, delegating well, giving honest feedback, handling difficult conversations, and developing the team. Furthermore, the course examines managerial habits, decision patterns, and personal effectiveness so participants can improve how they actually manage day to day. In addition, it covers motivation, performance management, and team dynamics. As a result, delegates leave with stronger managerial confidence and a personal improvement plan.

People Management & Improving Managerial Aspects Course Objectives

- Apply situational leadership to match management style to team member needs.
- Set clear expectations using SMART goals and role clarity frameworks.
- Delegate effectively using the delegation levels model and accountability agreements.
- Deliver developmental and corrective feedback using the SBI and BOOST feedback models.
- Run structured one-to-one meetings and performance review conversations.
- Coach team members using the GROW model and active listening techniques.
- Manage difficult conversations and workplace conflict constructively.
- Improve personal effectiveness through time management and priority-setting methods.
- Diagnose and improve team dynamics using Tuckman's stages and the GRPI model.
- Build motivation using Herzberg's two-factor theory and intrinsic motivation principles.
- Apply performance management cycles including objective setting and appraisal.
- Manage underperformance through structured improvement plans.



Course Methodology

- Interactive workshops led by experienced people management practitioners.
- Role-play of feedback, one-to-one, and difficult conversation scenarios.
- Case studies of common managerial problems and their solutions.
- Group exercises using delegation, feedback, and coaching frameworks.
- Self-assessment diagnostics on managerial style and effectiveness.
- Peer coaching and structured feedback between delegates.
- Capstone project: presenting a personal managerial improvement plan.

Who Should Take This Course

- Newly appointed managers and supervisors.
- Experienced managers seeking to refine their people skills.
- Team leaders and functional heads.
- HR professionals supporting line managers.
- Project managers leading cross-functional teams.
- High-potential employees preparing for management roles.

People Management & Improving Managerial Aspects Course Outlines

Day 1: The Manager's Role and Leadership Style

- Transitioning from specialist to manager.
- Situational leadership and adapting management style.
- Authority, influence, and managerial credibility.

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- Setting clear expectations with SMART goals.
- Defining roles, responsibilities, and accountability.
- Building trust and psychological safety in teams.
- Exercise: managerial style self-assessment.

Day 2: Communication, Feedback, and Difficult Conversations

- Active listening and questioning techniques.
- Giving developmental feedback with the SBI model.
- The BOOST feedback framework for corrective conversations.
- Receiving feedback and handling defensiveness.
- Structuring effective one-to-one meetings.
- Managing difficult conversations and emotional reactions.
- Role-play: delivering corrective feedback.

Day 3: Delegation, Coaching, and Development

- Delegation levels and what to delegate.
- Accountability agreements and follow-up discipline.
- Coaching with the GROW model.
- Developing team members through stretch assignments.
- Career conversations and development planning.
- Building a coaching culture in the team.
- Exercise: preparing a delegation and development plan.





Day 4: Motivation, Team Dynamics, and Performance

- Motivation theories: Herzberg and intrinsic motivation.
- Tuckman's stages of team development.
- The GRPI model: goals, roles, processes, interpersonal.
- Managing performance through clear cycles.
- Handling underperformance with improvement plans.
- Managing conflict constructively within teams.
- Case exercise: turning around a struggling team.

Day 5: Personal Effectiveness and Managerial Improvement

- Time management and priority-setting methods.
- Managing meetings, email, and interruptions.
- Delegation as a time and development tool.
- Emotional intelligence in management practice.
- Identifying personal managerial strengths and blind spots.
- Building a managerial improvement plan.
- Capstone project: presenting a personal improvement plan.



Conclusion

By successfully completing People Management & Improving Managerial Aspects, participants will have acquired practical knowledge of leadership styles, feedback, delegation, coaching, motivation, and performance management. They will understand how to run effective one-to-one conversations and handle underperformance with structure. In addition, they will gain stronger personal effectiveness and self-awareness. Gentex Training Center builds this programme around live practice, so managers return ready to lead people with clarity, fairness, and confidence.

FAQs for the People Management & Improving Managerial Aspects course

Q1 What is the "People Management & Improving Managerial Aspects" course about?

It develops the people skills that determine managerial success. Participants learn leadership styles, expectation setting, feedback, delegation, coaching, motivation, and performance management. The course also addresses personal effectiveness and managerial self-improvement.

Q2 What are the key benefits of the "People Management & Improving Managerial Aspects" course?

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It improves team performance, engagement, and retention by raising management quality. Participants gain practical feedback and coaching skills, greater confidence in difficult conversations, and clearer delegation habits. Organisations benefit from stronger line managers and fewer people-related escalations.

Q3 What skills will I gain from the "People Management & Improving Managerial Aspects" course?

Participants gain people leadership and situational management, feedback and difficult conversation handling, delegation and coaching, and performance management and motivation.

Q4 What tools, methods, or standards are covered in the "People Management & Improving Managerial Aspects" course?

The course covers situational leadership, SMART goal setting, the delegation levels model, the SBI and BOOST feedback models, the GROW coaching model, Tuckman's stages of team development, the GRPI model, Herzberg's two-factor theory, performance improvement plans, and personal effectiveness and time management methods.





Q5 How is the "People Management & Improving Managerial Aspects" course applied in real-world practice?

Managers apply it by setting clear expectations, running structured one-to-ones, and giving feedback promptly using SBI. They also delegate with defined accountability, coach team members through GROW conversations, and address underperformance with structured improvement plans that protect both results and relationships.