



# Managing People and Performance

## Part 1

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This three-hour workshop will help you teach participants how to:

- Identify their leadership profile and explore ways to use this knowledge to improve their success as a manager.
- Clarify their role and responsibilities in allocating work assignments.
- Identify some techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- Develop strategies for motivating their team.
- Develop their skills on giving feedback to employees.
- Understand the importance of non-verbal responses in communication.

### **Introduction and Course Overview**

You will spend the first part of the workshop getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **Situational Leader Effectiveness and Adaptability**

This survey will look at how participants would respond when presented with certain situations and analyze what their responses say about their abilities as a leader.

### **The Situational Leadership Model**

This explores extra details surrounding the four quadrants of leader behaviours: telling, selling, participating, and delegating.

### **Dealing with Problem People**

Participants will brainstorm ideas on how to deal with people who are lazy, chronic complainers, hostile, or overly dependent on leadership.

## **The Carrot, the Whip, and the Plant**

You will guide participants as they explore a common supervisor question: “How can I motivate employees to perform better?”

## **Giving Constructive Feedback**

Participants will explore some criteria for delivering constructive feedback and then explore ways in which they can improve how they provide feedback to others.

## **Feedback Techniques**

This topic will expand on the previous feedback information and show participants how to deliver it to their employees.

## **Non-Verbal Responses**

Over ½ of a face-to-face message is delivered through body language. This section will brief participants on what to look for and what to avoid doing.

## **Workshop Wrap-Up**

At the end of the workshop, students will have an opportunity to ask questions, fill out a personal action plan, and complete a workshop evaluation.