



Better people management

8 JULY 2020

PRESENTED BY ANGUS FARR

Business & Management
60 minute webinar: Better people management



Angus Farr
Training Counts

BETTER PEOPLE MANAGEMENT

PROVIDING LIFELONG SUPPORT TO PAST AND PRESENT ICAEW MEMBERS AND THEIR FAMILIES

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OBJECTIVES

By the end of the webinar you will be able to:

- Appreciate the advantages and disadvantages of 4 different management styles.
- Give constructive feedback (both positive and negative).
- Describe the importance of motivation in order to get the best from your team members.

AGENDA

- Management style
- Delegating and giving instructions
- Managing performance
- Giving constructive feedback
- Motivation
- Next steps

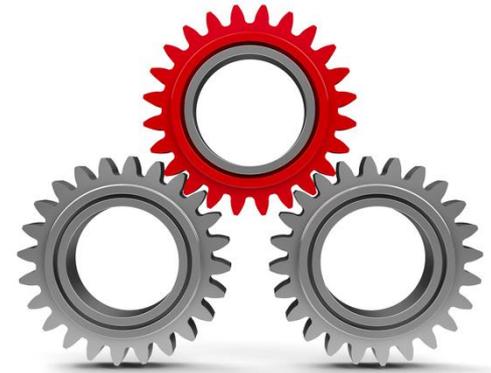
WHAT IS MANAGEMENT?

Management is...

“...getting things done through others.”

MANAGEMENT STYLE

- A simple model
 - Tell
 - Sell
 - Consult
 - Join



DELEGATION

“The process by which authority and responsibility is distributed from ‘Manager’ to ‘team’.”

WHY DON'T WE DELEGATE?

- New to role
- Lack of time
- Perfectionism
- We like doing the task
- Fear of surrendering authority
- Belief that the staff are not up to the job

GIVING INSTRUCTIONS

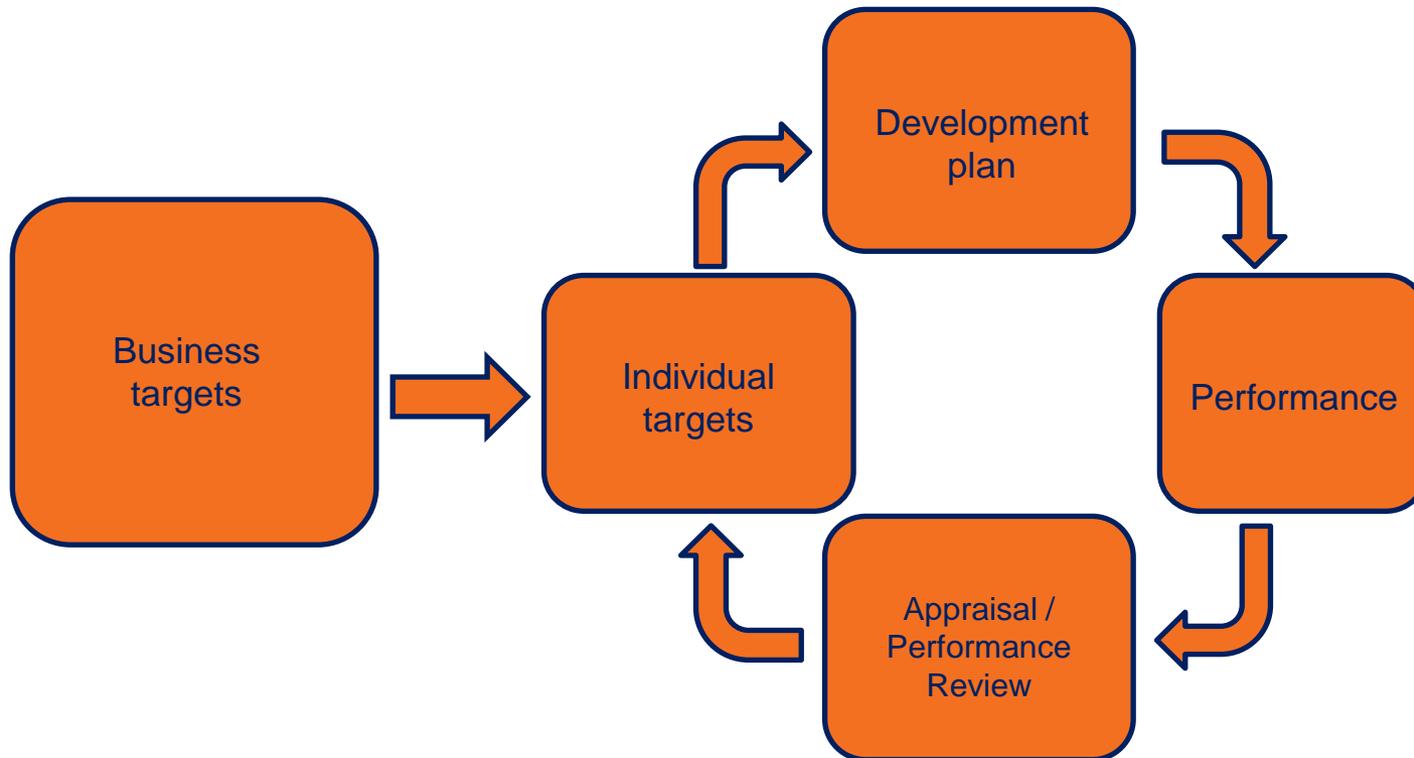
- Think about the communication method you are using
- Consider how much time you will need
- KISS – Keep It Short and Simple
- Ask the individual to summarise what they are doing

PERFORMANCE GAPS

Three reasons why these emerge

- Can't do it!  Training and development
- Didn't know!  Expectation management
- Won't do it!  Motivation

PERFORMANCE MANAGEMENT CYCLE



TRAINING AND DEVELOPMENT

secondment

qualification

e-learning

project work

coaching

“Send them on a course!”

*book or
periodical*

website

extra-curricular

*... and report
back!*

think about ...

GIVING FEEDBACK



FEEDBACK MODELS

B = Behaviour

I = Impact

F = Feelings

F = Future

OTHER FEEDBACK MODELS

A = Action

I = Impact

D = Do

E = Example

E = Effect

C = Change

MOTIVATION

- Get to know your people
- Be human with people – take the mask off
- Acknowledge them with a smile
- Give meaningful praise
- Find out the aspirations they have about their job

NEXT STEPS

- Looking back:
 - what have you learned today?
- Looking forwards:
 - what are you going to do (differently)?

ANY QUESTIONS?



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THANK YOU FOR ATTENDING

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