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Member

Webindr

Effective People Management







Goals

By the end of this session, you will . . .



Understand the people management cycle and how each area directly influences the other and manages individuals and teams



Apply effective strategies for creating trust and psychological safety in a team



Appreciate how important and influential soft skills really are in motivating individuals and a team



What We Will Cover

- Goal Setting
- Planning & Development
- Training, Mentoring and Coaching
- Constructive Feedback
- Delegation
- Motivation & Reward





Effective Teams



Commitment

Constructive Communication

Trust & Respect



People Management Cycle









.

PLANNING & DEVELOPMENT

MANAGING STAFF

> TRAINING AND COACHING

DELEGATION

MOTIVATION

& REWARD

OBTAINING & GIVING FEEDBACK



Goal Setting





Why Set Goals

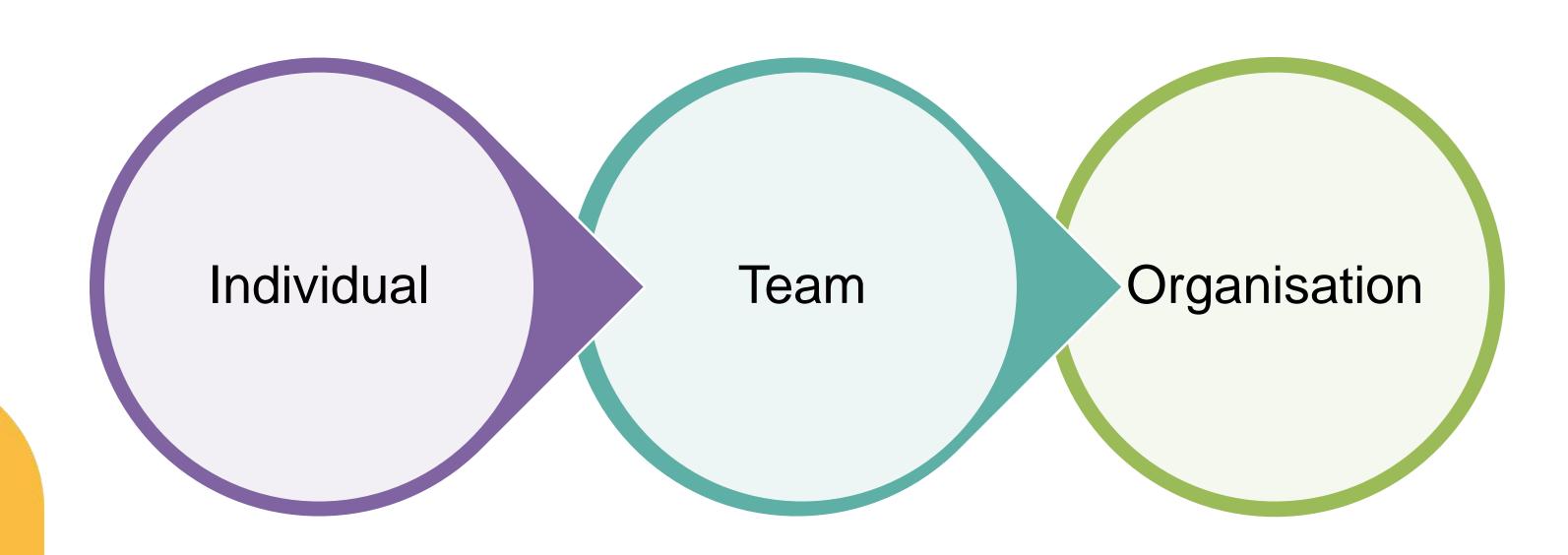
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- Clear vision and purpose
- Sets targets and expectations clearly and effectively
- Keeps people motivated and on task
- Breaks down large tasks into manageable objectives
- Monitors performance helps with feedback and CPD
- Aligns with Company standards, expectations and mission/purpose



Strategic Thinking





Think SMART



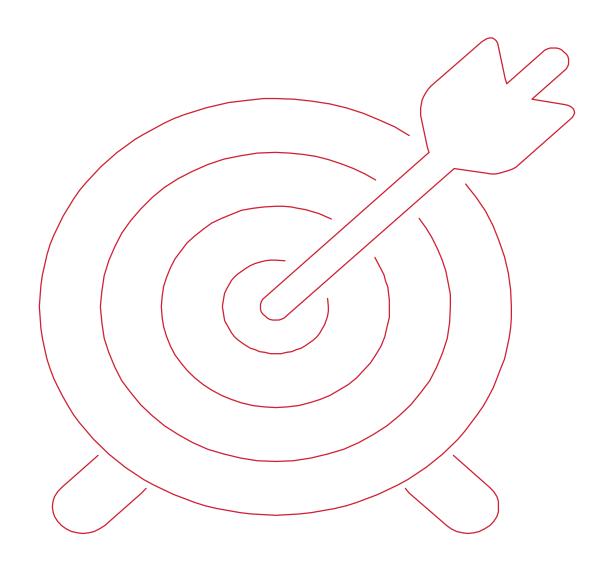
Specific

Measurable

Achievable

Realistic

Time based





Planning & Development





What Do We Plan?

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As managers you plan & develop;

- People
- Systems
- Products
- Software
- Projects

In this section we are going to focus on Planning & Developing people. This can be everything from;

- Rotas and staffing
- Onboarding & Training
- Mentoring & Coaching
- Developing the team
- CPD



Things to Consider

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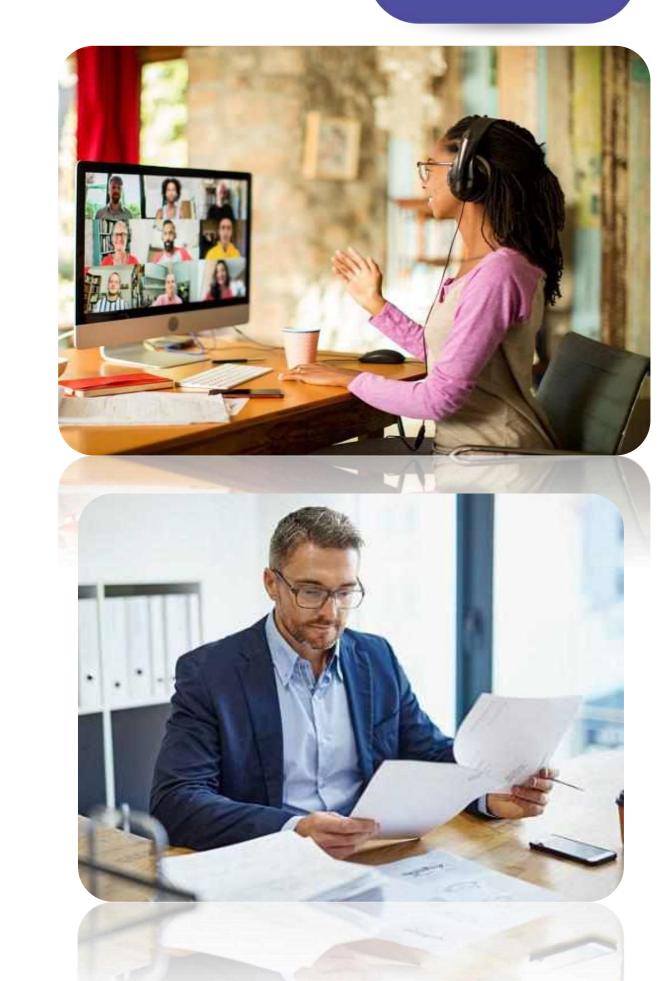
As a manager you must assess your teams

- Abilities/competencies
- Gaps/Need for improvement

You assess and review your team and decide what is needed and plan how that can be done.

Good managers plan with the individual in mind (keep them focused and motivated) as well as the team's development and productivity as a whole

Forward thinking/ Future Proofing/Proactive approach.



KSA Audit



A skills audit can be completed by a team leader/manager.

It is a great way to assess the abilities, strengths and weaknesses of a team.

In completing a skills audit you as a manager can see:

- Where there are gaps in your team's knowledge, skills & attributes and help you then plan or develop your team.
- It can also be an affective tool to assess who and what to delegate to others.
- It can open your eyes to the workload and pressure that some team members may be under.
- It can help you plan staff rotas and timetables

Things to Consider



K, S or A	# Required / Who	Actions

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Things to Consider

K, S or A	# Required / Who	Actions
Blood pressure checks and monitoring	Rachel & Samuel	Ask Rachel to train in and inform new staff member
HSE Hygiene Course	Lisa, Rahel, Aaron, Eric, Yemi, Mohamed	Training next quarter?
CMS system, google analytics, Canva	Amy, Ivonne, Keith, Samuel	Expand marketing team – admin role?
High patient care & positive attitude with clients	Aaron, Eric, Mohamed	Pair these people up with new staff for shadowing. Recognise and reward
Manual Handling Training	Eric, Tracy, Annette, Lisa	Roll out training for all staff starting June '25
Leadership quality –(new supervisor roles for floor staff)	Mohamed & Aaron	People Management course (Sept '25 Also delegate shift rotas & checking handovers



Training & Coaching

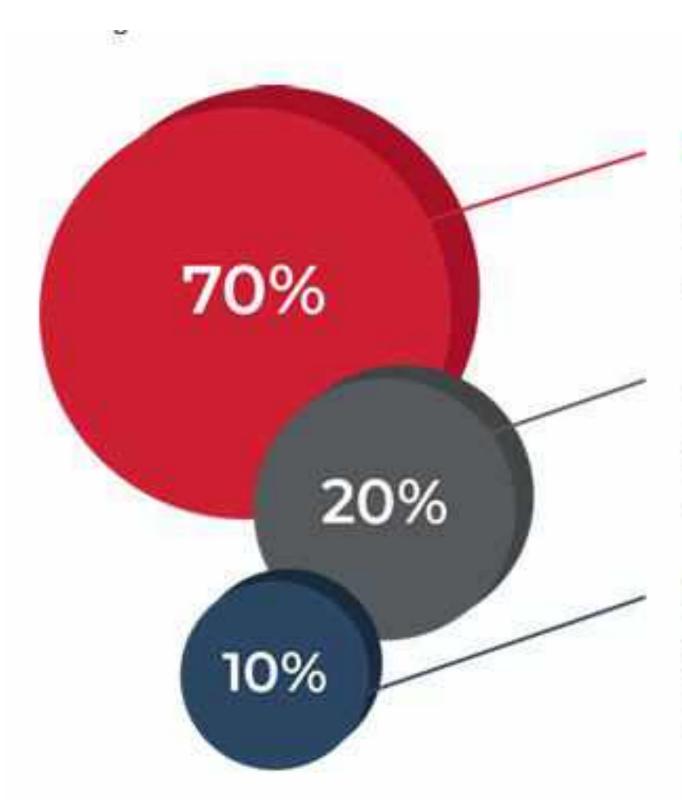




Key Differences Between Training, Mentoring, and Coaching

	Training	Mentoring	Coaching
Purpose	Impart New Knowledge Or Skills To Individuals	Guide And Support People In Their Personal And Professional Development	Help Achieve Specific Goals By Enhancing Skills, Self-Awareness, And Problem-Solving Abilities
Approach	Structured And Directive	Long-Term And Relational	Collaborative And Goal-Oriented
Focus	Specific Skills Or Knowledge	Overall Personal And Professional Development	Specific Goals And Challenges
Role Of The Facilitator	Trainer	Mentor	Coach

Training - 70 - 20 - 10



On-the-Job Learning

Also described as informal or self-directed learning. Individuals learn through experience, problem-solving and practice.

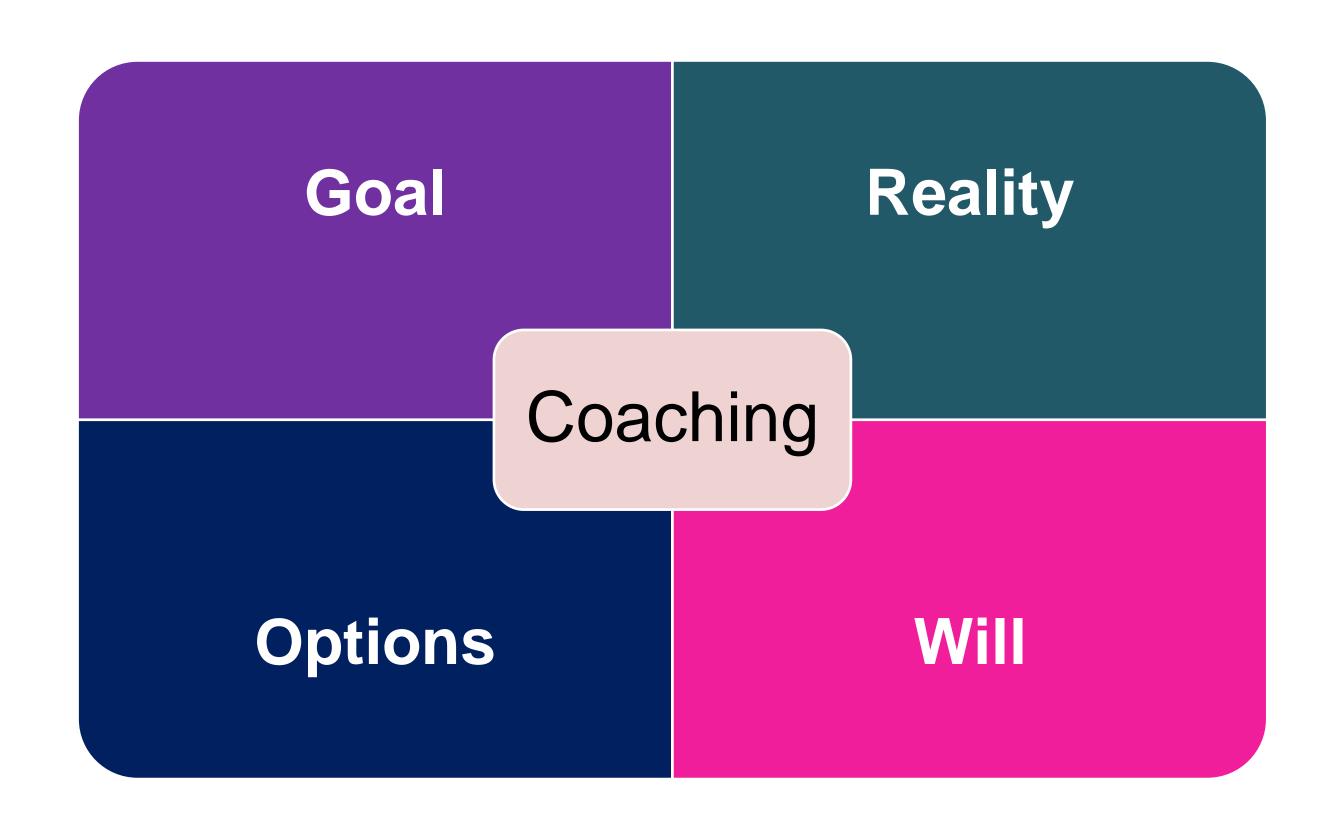
Learning Through Others

Learning through social and collaborative interaction with peers, role models, mentors and coaches.

Formal Learning

Structured, directed learning. The organisation manages and controls the learning objectives and content.

GROW Model for Coaching





Feedback





Giving & Receiving Feedback



Feedback should be an ongoing process between managers and teams, stakeholders, clients, customers and colleagues.

Being able to give feedback should be done in a way that shows appreciation, understanding of the receiver as well as inspiring and constructive for the listener.

A productive and content workplace relationship relies heavily on open and constructive communication and that is what feedback is!

Clear concise communication

Empathy

Self awareness

Critical Thinking

Assertiveness

Trust & Respect

Accountable

Open & Approachable

10 Principles for Effective Feedback



1 - Be specific



2 - Focus on observed behavior



3 - Keep it impersonal



4 - Link it to goals



5 - Prioritize



6 - Make it well-timed



7 - Ensure understanding



8 - Make sure it is controllable



9 - Make it constructive



10 - Tailor it to the employee



Delegation







Guidelines for Effective

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Delegation

- Be clear about what you want done, when it should be done, and the expected results. Be SMART
- Delegate both tedious and interesting tasks.
- Be prepared to do some coaching if needed.
- Monitor progress (schedule dates) and provide feedback.
- Keep lines of communication open, to be available as a resource
- Build a shared sense of responsibility among the team



Assigning The Work

- Match the right person to the task
- Clearly describe the task or project and how it fits the big picture
- Identify roles and responsibilities for the work
- Discuss deadlines and resources
- Establish standards for performance and accountability



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Task/Frequency	Task or Activity	Can the task be delegated?
Daily		
Weekly		
Monthly		
Annual		



Motivation & Reward



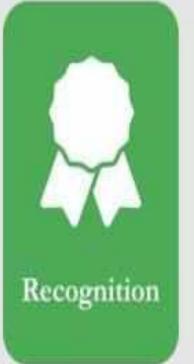


Herzberg's Motivation - Hygiene Theory



































- Set clear goals and expectations
- Provide regular feedback and recognition
- Foster a supportive and collaborative environment
- Empower team members
- Offer opportunities for growth and development
- Communicate transparently and honestly
- Lead by example
- Understand individual motivations
- Address de-motivating factors
- Promote work-life balance



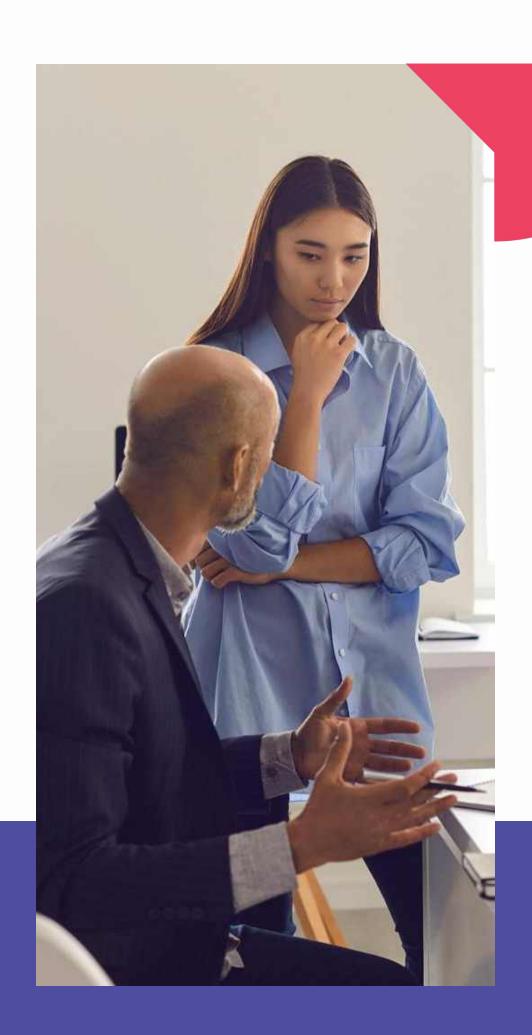
It's all about the People Skills











A variety of soft skills are required to manage people. Interpersonal Skills are key to successful management

- Effective
 Communication Skills
- Assertiveness
- Critical Thinking
- Empathy

- Self Awareness &Self Regulation
- Open & Approachable
- Adaptable
- Accountable & Trustworthy

The 5 C's



Clarity

Conciseness

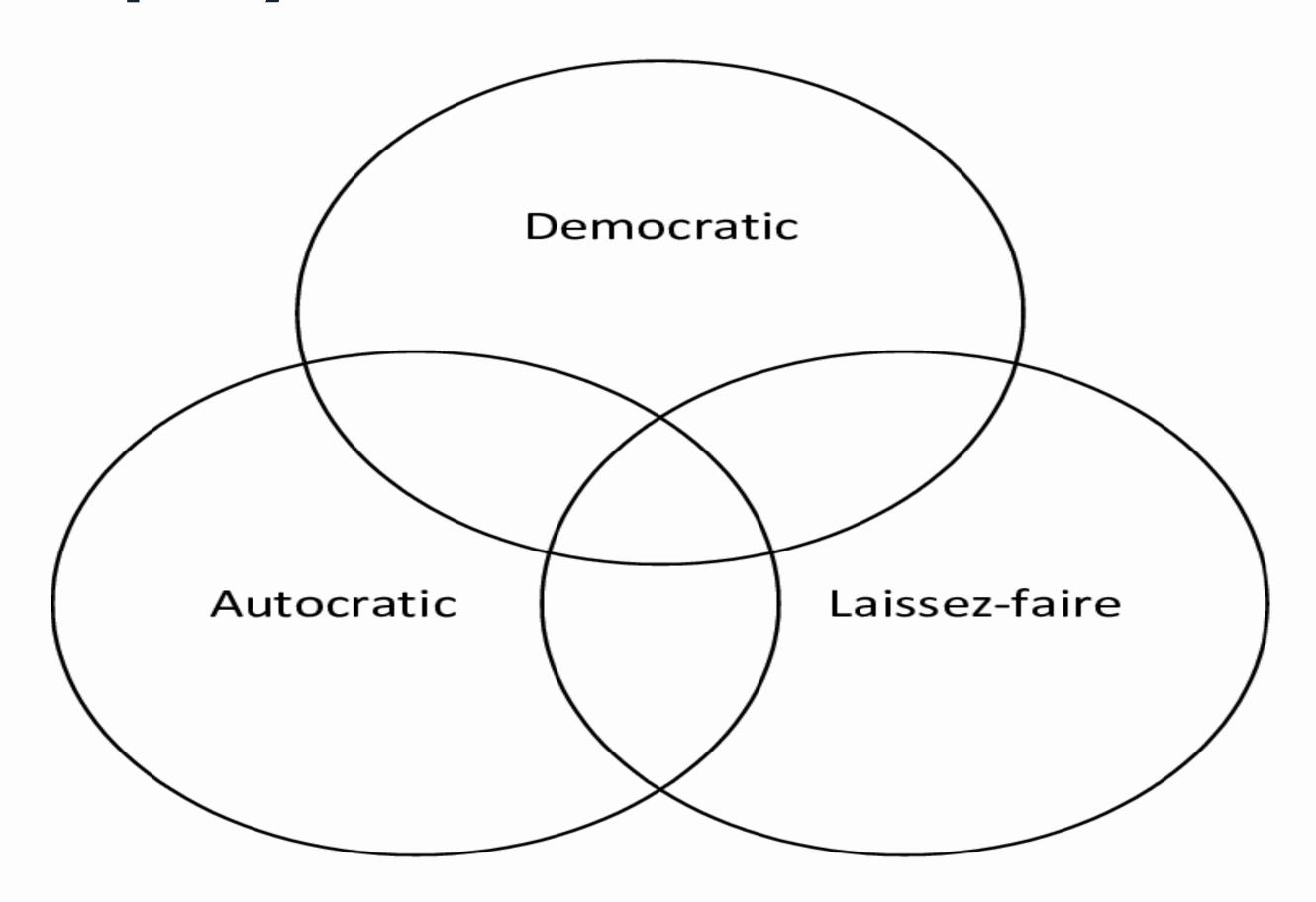
Coherence

Consistency

Compassion

Leadership Styles









Recap

Effective People management is a cyclical on going process. Each area blends and helps the other

Effective ongoing and constructive communication is keycreate a team based on trust and respect, delegate effectively be open and create a culture of commitment and accountability

Being a good leader of an effective team requires adapting your leadership style to suit the needs of the individuals, the task at hand and the environment.

QQI Certified People Management Course

This practical course equips learners with essential team management skills, combining real-world strategies with foundational theory. Delivered by expert facilitators, it prepares participants as leaders.

Apply for the Course

Questions? See our FAQ's





QUESTIONS & ANSWERS?

Ask Away.

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Resources



Books

- ☐ The 7 Habits of Highly Effective People Stephen Covey
- □ Emotional Intelligence Why it can Matter More than IQ Daniel Goleman
- ☐ 'The Future Leader: 9 Skills and Mindsets To Succeed in the Next Decade' -Jacob Morgan
- ☐ Never Eat Alone and other Secrets to Success Keith Ferrazzi
- ☐ Don't just focus on technical skills focus on your people skills Jeff Tan
- ☐ Skills every new leader needs Julia Boorstin

Resources



Websites

Emotional	Intell	igence

<u>How to Improve Your Emotional Intelligence - Professional & Executive Development | Harvard DCE 13 Emotional Intelligence Activities, Exercises & PDFs (positivepsychology.com)</u>

☐ Feedback

How Managers Can Make Feedback a Team Habit (hbr.org)

□Influencing Style

What's Your Influencing Style? (hbr.org)

☐ Hershey & Blanchard – Situational Leadership

https://situational.com/situational-leadership/

Resources



Videos

How Emotional Intelligence Makes Leaders More Impactful | Gemma Garcia Godall | TEDxIESEBarcelona https://youtu.be/75obHtjUsG8

How to Deal with Difficult People | Jay Johnson | TEDxLivoniaCCLibrary https://youtu.be/kARkOdRHaj8

3 ways to create a work culture that brings out the best in employees | Chris White | TEDxAtlanta https://youtu.be/2y8SA6cLUys?si=II8q8P6Orap6oGbL

Strategies to become more emotional intelligent | Daniel Goleman | WOBI https://www.youtube.com/watch?v=pt74vK9pgIA

How Emotional Intelligence Makes Leaders More Impactful | Gemma Garcia Godall | TEDxIESEBarcelona https://youtu.be/750bHtjUsG8