



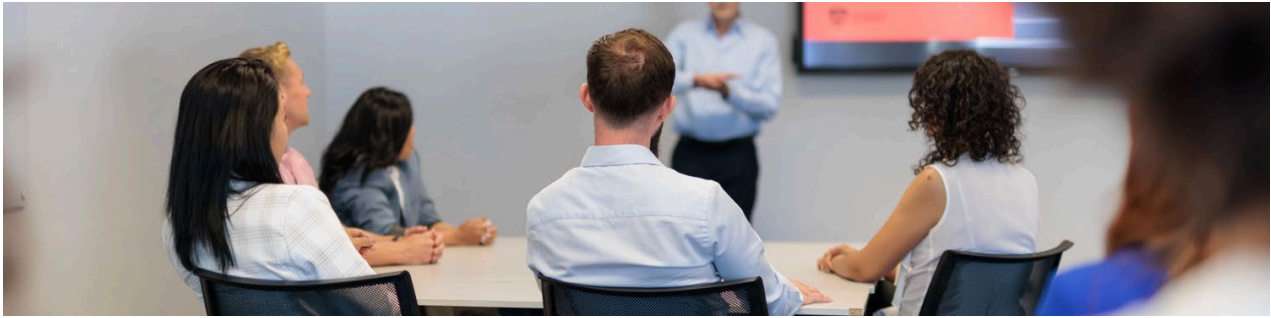
THE UNIVERSITY OF
SYDNEY

People Management Course: Essentials

*Centre for
Continuing Education*



People Management Course: Essentials



This short course in people management is designed for managers, supervisors and team leaders who are looking to successfully manage people and bring the best out of their team. It is suitable for new and experienced managers looking to improve their people management skills and team performance.

In this training course you will learn some essential strategies for managing individuals, teams, leading and enhancing team performance. Important management skills such as communication skills and negotiation skills will be covered in this people focussed management course. This will highlight the importance of knowing how to communicate more effectively with your team and how to motivate and handle difficult individuals.

A greater understanding of the importance of communication skills will also provide managers and team leaders with the negotiation skills necessary to manage change and resolve conflict within your team.

Intended audience

Suitable for managers and supervisors wishing to improve their skills in managing and leading their staff. Managers across all sectors – commercial, government and not-for-profit will be catered for.



Course duration

2 sessions, 16 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Prerequisites

There are no prerequisites for this entry-level people management course. However, you're advised to familiarise yourself with your own company's human resource management policies prior to attending class. In particular, your company's policy in relation to effective people management, e.g. communication channels used, timing of performance reviews and conflict resolution procedures.



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

This course aims to:

- develop your leadership style and communication skills when managing others
- increase your awareness of how to motivate people to achieve effective business outcomes
- assist you in managing conflict with team members and other stakeholders by effective use of negotiation skills
- help manage difficult people and difficult behaviours
- equip you to facilitate effective change using best practice models
- coach and performance manage others for achieving the best outcome at both an individual and organisational level.



Outcomes

By the end of this course, you should be able to:

- communicate more effectively with the people you work with for achieving constructive outcomes
- strengthen your leadership style, develop your emotional intelligence (“read” a situation involving staff) and act to bring out the best in your team members
- motivate the people you work with to deliver stronger team outcomes
- resolve conflict through appropriate negotiation techniques
- set healthy boundaries for managing difficult people matters and behaviours
- lead an effective change process involving other stakeholders
- coach team members to fulfil their potential
- performance manage to facilitate growth and enable effective corrective action where needed.



Content

- Communicating effectively with team members.
- Motivating team members and other stakeholders.
- Developing emotional intelligence and knowing how to use it within your team.
- Performance management, monitoring performance and feedback.
- Managing change within your team.
- Negotiation skills for reaching agreed positions.
- Dealing with difficult people, including setting healthy boundaries when dealing with difficult behaviours, managing resistance, counselling, coaching and conflict resolution.



“The hands-on experience was very stimulating and made the content easier to digest and take on board. I enjoyed the course very much”

Hannah King

“The course presenter was excellent with industry knowledge and experience that really made the class interesting. The class interaction helped break things up.”

Dean Beringer



“I learned some useful skills that I can put into practice in my workplace. John runs the course in an interesting and engaging manner.”

Maximilian Reynolds



Delivery style

This two-day course is interactive and includes lectures, group exercises and discussion.

Materials

Course materials, including a presentation and a booklet, are provided electronically.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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