

Consulting and Training | Reach New Heights

Course Name

People Management

Sector Name

Management And Leadership

Document Type

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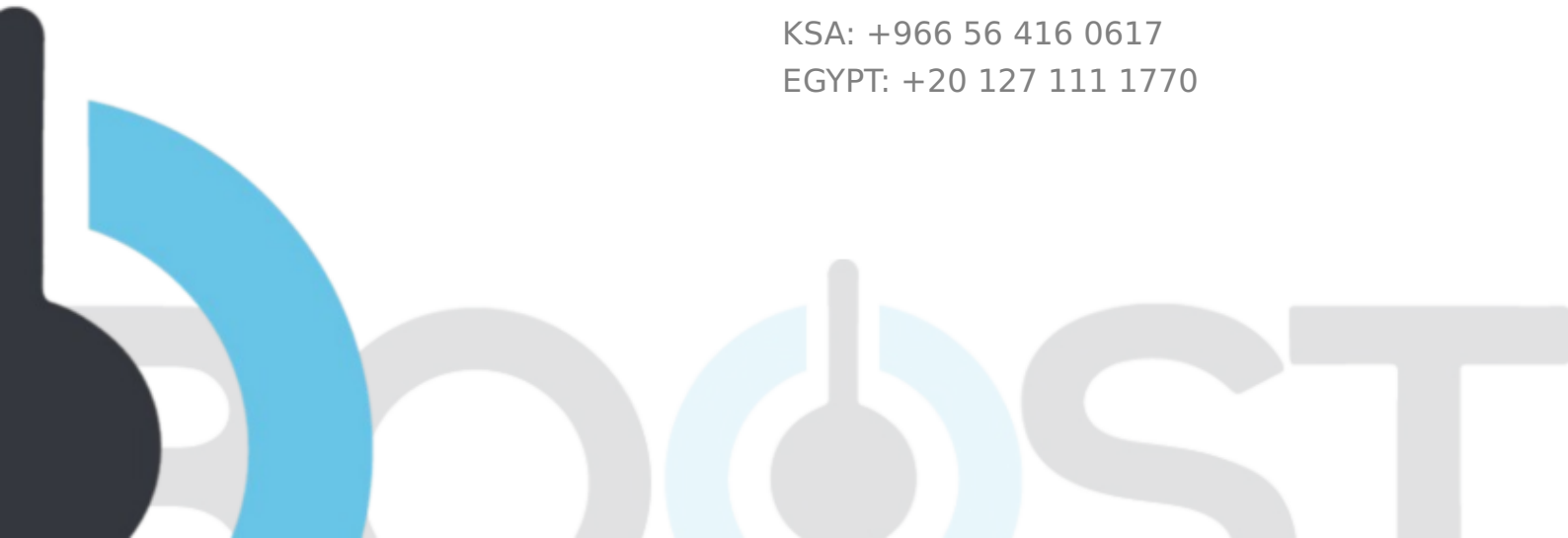
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People Management

Course Introduction

Effective people management is essential for building high-performing teams, enhancing employee engagement, and achieving organizational objectives. Today's managers are expected not only to supervise tasks but also to understand individual behaviours, motivate employees, manage performance, resolve workplace challenges, and create a positive and productive working environment.

This highly interactive program equips managers and supervisors with practical tools, behavioural insights, and proven management techniques to lead people confidently and effectively.

Through real-world case studies, practical exercises, group discussions, and role-playing activities, participants will develop the skills required to manage diverse personalities, strengthen communication, address performance issues, and build accountable, motivated, and collaborative teams.

People Management

Target Audience

This program is designed for line managers, team leaders, supervisors, department heads, newly appointed managers, and HR professionals involved in employee supervision, performance management, and team development.

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Learning Objectives

- ✓ Understand individual behaviour, personality differences, and their impact on workplace performance.
- ✓ Apply effective people management techniques to improve team productivity and engagement.
- ✓ Motivate employees using practical motivational and behavioural approaches.
- ✓ Communicate assertively, provide constructive feedback, and manage difficult conversations.
- ✓ Set clear performance expectations and conduct effective performance appraisal discussions.
- ✓ Address employee performance, conduct, and capability issues professionally.
- ✓ Manage workplace conflicts and employee grievances fairly and constructively.
- ✓ Apply effective delegation, coaching, and employee development techniques.
- ✓ Build trust, accountability, collaboration, and positive working relationships.
- ✓ Develop a practical personal action plan to improve people management effectiveness.



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Course Outline

✓ DAY 1

Understanding People, Behavior & Individual Performance

- ✓ The role and responsibilities of an effective people manager
- ✓ Understanding human behavior and individual differences
- ✓ Personality preferences and their impact on workplace relationships
- ✓ The Iceberg Model: understanding the factors influencing employee behavior
- ✓ The Johari Window: improving self-awareness and interpersonal effectiveness
- ✓ Emotional intelligence and its role in managing people
- ✓ Understanding employee attitudes, values, and workplace expectations
- ✓ The relationship between competencies, behavior, and performance
- ✓ Recognizing different working styles and adapting management approaches

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Course Outline

✓ DAY 2

Employee Motivation, Engagement & Team Effectiveness

- ✓ Understanding what drives employee motivation and commitment
- ✓ Applying practical motivation theories in the workplace
- ✓ Identifying individual motivational factors and engagement drivers
- ✓ Building trust and psychological safety within teams
- ✓ Creating a positive and supportive working environment
- ✓ Managing diverse personalities and working preferences
- ✓ Effective delegation and employee empowerment
- ✓ Establishing clear roles, responsibilities, and expectations
- ✓ Encouraging accountability, ownership, and collaboration
- ✓ Recognizing and addressing employee disengagement

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Course Outline

✓ DAY 3

Effective Communication, Assertiveness & Managing Difficult Conversations

- ✓ The importance of communication in effective people management
- ✓ Understanding communication barriers and interpersonal challenges
- ✓ Active listening, questioning, and empathy techniques
- ✓ Understanding behavioral communication styles
- ✓ Recognizing passive, aggressive, passive-aggressive, and assertive behavior
- ✓ Applying assertive communication techniques professionally
- ✓ Delivering clear instructions and communicating expectations
- ✓ Giving and receiving constructive feedback
- ✓ Managing difficult employees and challenging conversations
- ✓ Resolving misunderstandings and workplace conflicts
- ✓ Building positive working relationships through proactive communication

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Course Outline

✓ DAY 4

Managing Employee Performance, Accountability & Workplace Issues

- ✓ Understanding the performance management cycle
- ✓ Setting clear performance standards, goals, and expectations
- ✓ Aligning individual performance with team objectives
- ✓ Monitoring employee performance and identifying performance gaps
- ✓ Conducting effective performance appraisal meetings
- ✓ Providing continuous feedback and performance coaching
- ✓ Recognizing the difference between capability and conduct issues
- ✓ Managing underperformance through structured improvement plans
- ✓ Handling employee discipline and grievances professionally
- ✓ Understanding procedural fairness and the principles of natural justice
- ✓ Documenting performance discussions and corrective actions
- ✓ Applying fair, consistent, and constructive management practices

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Course Outline

✓ DAY 5

Coaching, Employee Development & Building High-Performing Teams

- ✓ Transitioning from task supervision to people development
- ✓ The manager's role as a coach and mentor
- ✓ Applying the GROW coaching model
- ✓ Identifying employee strengths and development needs
- ✓ Conducting effective one-to-one development discussions
- ✓ Creating individual employee development plans
- ✓ Using the Social Styles Model to adapt management approaches
- ✓ Developing self-awareness through behavioral reflection and feedback
- ✓ Managing resistance to change and encouraging adaptability
- ✓ Building a culture of continuous improvement and learning
- ✓ Strengthening team collaboration, ownership, and accountability
- ✓ Developing a personal people management action plan

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 5, 2027	July 9, 2027	5 days	4250.00 \$	UAE , Dubai
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Dubai
Jan. 24, 2027	Jan. 28, 2027	5 days	4250.00 \$	KSA , Al Khobar
Sept. 6, 2027	Sept. 10, 2027	5 days	4950.00 \$	England , London

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