

PEOPLE MANAGEMENT-Drop-In CONSULTANCY

For Managers and Team Leaders

Overview

Develop your people management skills with confidence in a confidential setting, dealing with real issues. CPD attendance certificate.

Group consultation during which you make the agenda, bringing individual, team or organisational issues. We help you to identify creative and innovative solutions to your people management problems.

The unique People Management Drop-In Consultancy sessions are lead by a qualified and experienced Psychotherapist and a senior HR Manager.

Discussions are undertaken in a supportive environment valuing everyone's views. Participants are expected to keep confidential any discussion content.

Format

- Up to 6 participants
- 2 expert consultants
- 2 hours monthly
- 100% confidentiality

Objectives

Develop your people management skills.

Identify good practice solutions to deal with your team's specific problems within your organisational setting and culture.

A cost effective way to improve your staff and organisational well-being and performance.

If you prefer a one-to-one meeting rather than the group this can be arranged by appointment. Please contact the Healthy Organisations Team for a quote.

HEALTHY ORGANISATIONS

Healthy Organisation products and services include a range of tailored learning and development, based on 'talking therapies' solutions for organisations and their staff.

WPF Therapy's Healthy Organisations workshops and the People Management Drop-In Consultancy deliver practical insights into triggers, barriers and solutions, based on experience gained over **40+ years** as a market leader in training and therapy.

Our Healthy Organisations workshops are aimed at managers and team leaders and can be tailored to the individual needs of organisations, sectors and issues. The workshops are delivered in easily accessible language with the aim of developing people management skills, emotional literacy and of clarifying and demystifying mental wellbeing.

Our trainers are qualified and experienced psychotherapists with a background in business. They offer a combination of teaching and facilitation to support the development of emotional literacy and people management skills in a business environment.

Although we do not give employment advice we do provide management skills training to help you build happier and healthier teams and organisations.

For more information please contact the Healthy Organisations Team on

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Tel: 020 7378 2033/2030



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Healthy Organisations People Management Skills



**Stress Management
Conflict Management
Effective Communication
People Management
Consultancy Drop-In**

Correct at time of printing 06/2011

Charity No. 273434
Reg Company No. 1214251
See www.wpf.org.uk for more details

STRESS MANAGEMENT WORKSHOP

Spot the Signs

Overview

Some stress may be seen as a performance booster but continuous stress has a detrimental effect on health, well-being and performance.

Colleagues or the manager may notice that a staff member is not performing or behaving as usual, or that morale is slipping. Sometimes there is a marked change in a high achieving person. If the situation continues, it may cause increasing pressure for the employee and those around them.

Stress can be caused by work related triggers or by private life triggers, but the effects can be equally detrimental.

It is essential that managers understand different kinds of stressor in the workplace and outside work so that they can better manage and minimise stress effectively and sustain a healthy, supportive and productive team and working environment.

Objectives

To understand and identify

- Triggers
- Key signs of stress at work
- How it feels to be mentally unwell, stressed or anxious
- What team leaders could do if they have reasons to believe that an employee is stressed, anxious or mentally unwell
- Responsibilities and preventative measures

Stress, anxiety and depression are the most common causes of sickness absence from paid employment in the UK together accounting for approximately 60 million lost working days every year.

According to the national charity Mind.

CONFLICT MANAGEMENT WORKSHOP

Conflict in the Workplace

Overview

Conflict is a normal part of work and home life but it is how it is managed that determines a positive or negative outcome.

Poorly managed conflict can result in workplace stress, deteriorating performance, absenteeism and grievance. Conflicts of interest can be resolved effectively when well managed.

It is essential for managers to be equipped with the skills they need to identify and manage conflict well. Good people managers have the ability to turn conflicts into positive learning experiences and the skills to create win-win situations for their team members.

Objectives

To understand and identify

- Triggers
- Different ways to manage conflict
- How to achieve win-win outcomes
- The impact of conflict on the team and organisation
- Responsibilities and how organisational culture can support or undermine conflict resolution

68% of managers say that they have had no formal training in managing conflict although 95% of workers cite conflict management as a critical leadership skill. 33% of HR practitioners said that training in conflict management skills for managers led to a reduction in formal disciplinary and grievance cases, 28% reported improvement in team morale and 25% reported improved team productivity and performance. www.cipd.co.uk

Figures from Fight, Flight or Face It, jointly authored by business psychology firm OPP and (CIPD).2010.

EFFECTIVE COMMUNICATION WORKSHOP

Reading between the lines

Overview

Some managers are more successful than others in communicating with their staff and achieving organisational objectives. Some teams are more content than others.

Effective communication engages and motivates employees and encourages them to perform at their best. Ineffective or inappropriate communication styles can contribute to high staff turnover, grievances and general discontent. Occasionally this can escalate into stressful conflict, with poor attendance and performance as a consequence.

Interpreting other people's communications and understanding how our own communications are perceived by others are essential in getting organisational messages across.

Objectives

To understand and identify

- Communication beyond words
- Emotional literacy
- Different communication and management styles
- Effective communication and the impact of ineffective communication
- The 'psychological contract' at work

**What happens when we deliver unclear messages?
Why do some memos motivate staff?
How could I understand my team better?
How could I communicate more effectively?**

Frequent questions asked by managers.