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CEO, Upskill People

People
Management Skills

- **A different approach to developing great managers**
 - **How to measure the impact**
 - **Some useful FREE stuff**
- ...but we only have 15 mins**

Expectations?



**What is the most
important skill?**

People management


How do you measure?

Feedback/Attendance

What isn't working?

Behaviour change



A large crowd of people, seen from above, filling a significant portion of the right side of the frame. The entire image has a blue color cast.

**“I’m worried I can’t show a genuine
return on my investment”**

**“We’re disappointed with the impact
we’re actually having”**

**“I’m frustrated with our approach, I need
to do more with less time and money”**

Managing people

The logo consists of the word 'Managing' in a dark blue, sans-serif font. Below it, the word 'people' is written in a lighter blue, sans-serif font. To the left of the 'p' in 'people' is a stylized purple icon of a person with arms outstretched. Above this icon are four orange stars. Another single orange star is positioned above the 'g' in 'Managing'.

What is it?

- Self-paced, interactive online drama
- 7 courses
- 8 assessments, 2,100+ data points
- Approximately 11 hours
- Stand alone/blended into a programme


Assessment
Mastery Checks


Preparation


Wellbeing


Recruitment


Induction


Coaching & Performance


Appraisals


Managing Talent

Online courses
Episodes


Preparation


Wellbeing


Recruitment


Induction


Coaching & Performance


Appraisals


Managing Talent

Enhance
Blend with...


Briefings


Personality Profiling


Group Discussions


Extra Materials


Coaching/Mentoring

Meet the team ...



Tom

Vijay

Gemma

Kerry

Charlotte

Rosie

Anna

Oscar

Tony

Leona



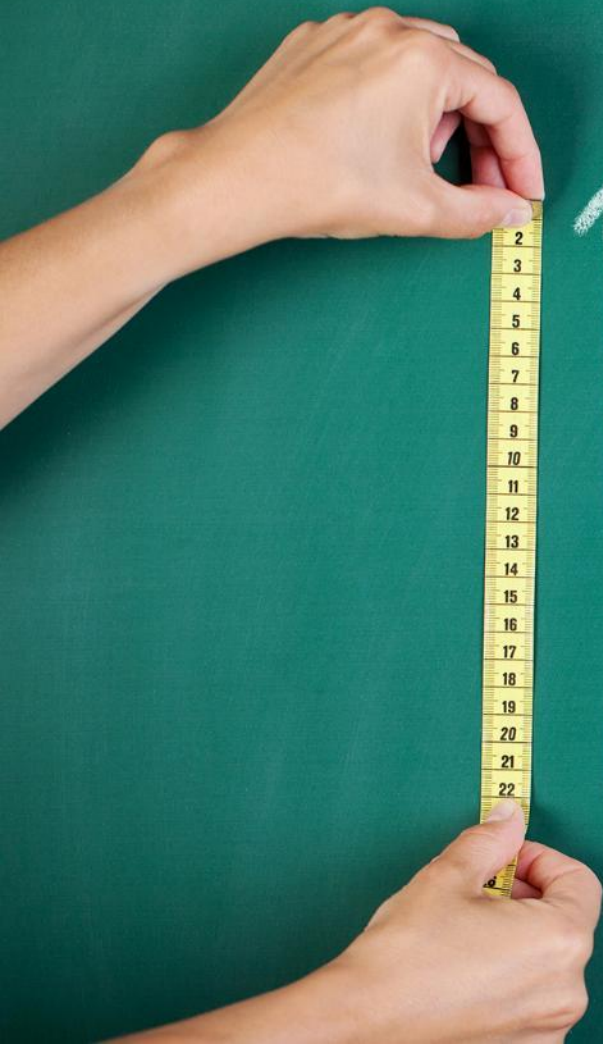


Managing
people

but at the moment,
I just feel...



**“What gets measured,
gets done”**





**“Surveys/‘happy sheets’
are not good enough”**

7 Competencies/69 behaviours

Download the full list

Competencies and behaviours

...and the online courses that can improve them.

Managing People episodes	
Preparation	Wellbeing
Recruitment	Induction
Coaching & Performance	Appraisals
Behaviours	
Competencies	
1	Communication
11	Demonstrates effective verbal and written communication in all interactions, clear, concise & easy to understand
12	Adapts style in communication to match the audience
13	Knows what to say and how much to say and to whom, applies discretion
14	Keeps people informed appropriately, doesn't hold back information which should be shared
15	Accepts feedback positively and constructively
16	Knows how and when to listen
17	Before acting considers the implications of what might be done or said
18	Able to overcome disagreements by finding a compromise
19	Takes control of situations in an appropriate manner
20	Outwardly calm; gives the appearance of being in control, communicating in the emotional state required
2	Team working
21	Respects and values diversity within the team
22	Demonstrates understanding of own role within the team and how this contributes to team objectives
23	Intervenes to resolve problems within the team where appropriate to assist team cohesion
24	Recognises the contributions of other team members and gives praise accordingly
25	Empowers others, gives colleagues responsibility through effective delegation, willing to relinquish control
26	Motivates and encourages team members effectively, inspires others to be engaged
27	Is able to respond effectively to requests from other team members, departments or customers
28	Assists others to resolve problems even when it's not their own area of responsibility
29	Supports team members, helps others during times of peak workloads, willing to coach others
30	Participates in team activity, team problem solving, sharing ideas and taking forward other's ideas
31	Identifies development opportunities for the team and individual(s) by reviewing current skillset and competencies
3	Adapting to change
31	Questions why things are being done, doesn't just follow past practice
32	Proactively suggests improvements to current ways of working, processes, systems, etc.
33	Inspires people to change
34	Willing to change
35	Confident in making constructive suggestions for improvements, well thought out and practical
36	Delivers change plans and manages change effectively

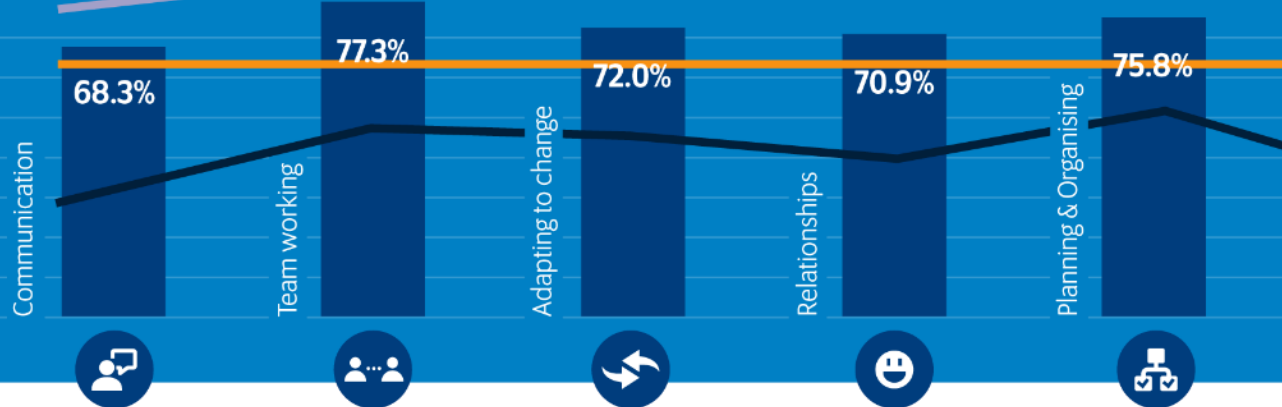
4	Relationships
41	Always behaves in a fair, professional and consistent manner in all interactions, acts with integrity
42	Ensures a collaborative working relationship is maintained with all departments, customers, colleagues and suppliers
43	Builds mutual trust and respect with all colleagues, customers, suppliers and stakeholders
44	Seen as being an excellent ambassador and role model for the Company, living the values
45	Builds strong links within area of expertise and networks with other teams/departments/suppliers
46	Always encourages the giving and receiving of constructive feedback to continuously improve
47	Seen as being approachable and accessible by colleagues, customers, suppliers and stakeholders
48	Identifies and takes appropriate steps to overcome relationship issues
49	Willingly shares knowledge and expertise with others, encouraging others to do likewise
50	Demonstrates emotional intelligence when interacting with others (self-awareness, self-management and self-control)
5	Planning and organising
51	Has a good understanding of work priorities and what needs to be achieved to meet the team's plan for self and others
52	Sets stretching, realistic targets and goals for self and others within the team
53	Regularly monitors own progress against targets, goals, deadlines and others' expectations
54	Demonstrates excellent time management skills, striving to ensure tasks are completed in a timely manner
55	Uses technology to deliver work effectively and efficiently
56	Demonstrates good problem-solving techniques to ensure that tasks/activities are delivered on time, within budget
57	Takes initiative, able to act without waiting for direction
58	Consistently delivers on agreed objectives
59	Knows what to refer upwards, when and how
60	Regularly reviews work to ensure continuous improvement, asks 'what can I/we do to exceed expectations?'
6	Ability to analyse
61	Identifies and gathers the information critical to making a sound decision in the time available
62	Reviews a situation applying judgement to develop solutions which are workable and reasonable
63	Gets to the root of a problem or argument
64	Can demonstrate a logical approach to problem solving
65	Considers the impact of proposed solutions to a problem by thinking ahead of the outcomes/consequences
66	Addresses problems with practical solutions in a reasonable period of time
67	Analyses past data/information to help manage/deliver future requirements accordingly
7	Delivering results
71	Maintains concentration on tasks, ensuring they are completed on time/on budget/meeting expectations
72	Ensures a task is fully implemented/completed, pursues a task to completion, not leaving things unfinished/incomplete
73	Decisive and confident
74	Overcomes obstacles and challenges
75	Sets stretching and realistic goals for self



upskillpeople.com/resources/managers-measured/

Cohort Competency

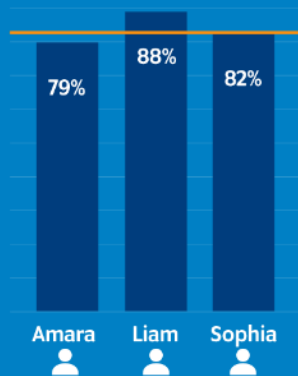
■ Cohort ■ Highest ■ Avg. ■ Lowest



Quick skills check

Communication

■ Cohort ■ Avg.



In summary, an proven way to

- develop great people managers
- measure the outcomes
- and improve performance

Managing
people

CPD
CERTIFIED

THE INSTITUTE OF
LEADERSHIP



It's our birthday, but you get the presents...

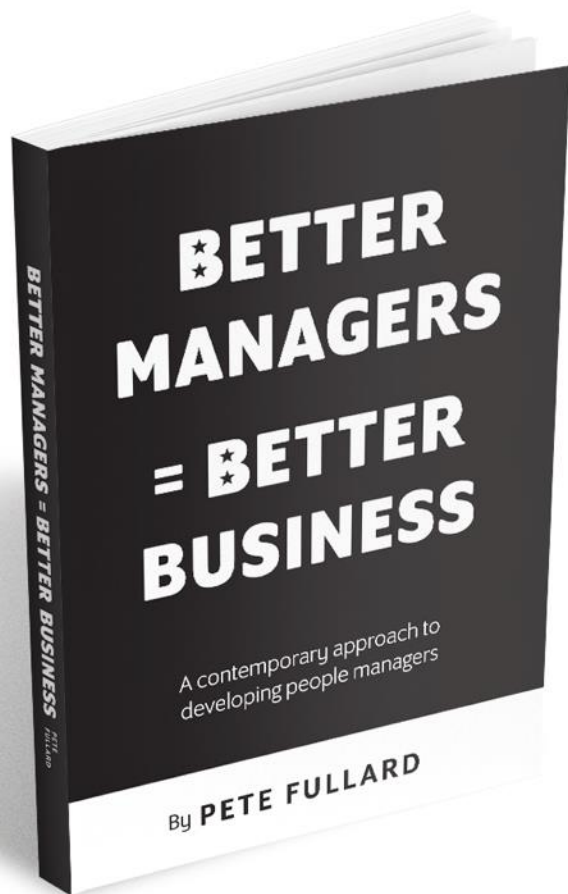
3 people

3 courses

30 organisations



upskillpeople.com/resources/upskill-people-at-30/



available at
amazon

Get it on
iTunes Store

audible 



Let's connect



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