

People Management: Leadership & Performance Appraisal

Learn to lead teams, communicate and give feedback, manage performance appraisals and guide change.

2 Days

DURATION

9

MODULES

45

TOPICS

COURSE OVERVIEW

This course covers leadership styles, effective communication and feedback mechanisms, and building and managing teams through team dynamics and conflict resolution. It then addresses motivation and engagement, including motivational theories and strategies for increasing engagement. The second part covers strategic leadership through vision, goal setting and decision making, followed by performance management, including setting expectations and conducting performance appraisals. It concludes with change management, promoting continuous improvement and innovation, and personal action planning.

WHO THIS COURSE IS FOR

Team Leaders

People Managers

HR Professionals

Performance Managers

Project Managers

LEARNING OBJECTIVES

- Identify different leadership styles and adapt them to situations
- Apply active listening and clear communication techniques
- Give and receive constructive feedback effectively
- Explain stages of team development and build cohesive teams
- Apply conflict resolution and mediation techniques
- Apply motivational theories to increase employee engagement
- Set SMART goals and align them with objectives
- Design and conduct performance appraisals

9 Modules, 45 Topics

DAY 1 Foundations of People Management

01

Introduction to People Management

UNDERSTANDING LEADERSHIP STYLES

- Overview of different leadership styles
- Identifying your own leadership style
- Adapting leadership styles to different situations

02

Communication Skills

EFFECTIVE COMMUNICATION

- The importance of clear and concise communication
- Active listening techniques
- Non-verbal communication

FEEDBACK MECHANISMS

- Constructive feedback vs. criticism
- Techniques for giving and receiving feedback
- Role-playing feedback scenarios

03

Building and Managing Teams

TEAM DYNAMICS

- Stages of team development (forming, storming, norming, performing)
- Roles and responsibilities within a team
- Strategies for building a cohesive team

CONFLICT RESOLUTION

- Common causes of workplace conflicts
- Conflict resolution strategies
- Mediation techniques and role-playing exercises

04

Motivation and Engagement

MOTIVATIONAL THEORIES

- Overview of key motivational theories (Maslow, Herzberg, etc.)
- Application of these theories in the workplace

EMPLOYEE ENGAGEMENT

- Importance of employee engagement
- Strategies for increasing engagement
- Measuring engagement and success stories

DAY 2 Advanced Team Leadership

05

Strategic Leadership

VISION AND GOAL SETTING

- Creating a vision for your team
- Setting SMART goals
- Aligning team goals with organizational objectives

DECISION MAKING

- Decision-making models and frameworks
- Techniques for effective decision making
- Involving the team in the decision-making process

06

Performance Management

SETTING EXPECTATIONS AND OBJECTIVES

- Creating clear performance expectations
- Goal-setting techniques for individuals and teams

PERFORMANCE APPRAISAL

- Designing and conducting performance appraisals
- Addressing performance issues constructively
- Recognition and reward systems

07

Change Management

LEADING THROUGH CHANGE

- Understanding the change process
- Strategies for leading teams through change
- Communicating change effectively

MANAGING RESISTANCE

- Identifying sources of resistance
- Techniques for managing and overcoming resistance
- Case studies and role-playing

08

Continuous Improvement

PROMOTING INNOVATION

Fostering a culture of innovation · Encouraging creativity and new ideas · Managing risks associated with innovation

PERSONAL DEVELOPMENT FOR LEADERS

Importance of continuous learning · Creating a personal development plan · Resources for ongoing leadership development

09

Closing Session

ACTION PLANNING

- Developing an action plan to apply learnings
- Commitment to follow-up and continuous improvement

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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✉ info@koenig-solutions.com