

Developing People: The Manager's Role

– Activity Summary –

1. **Introductions and Expectations**

Creating a learning climate.

2. **The Manager's Role**

Developing people in context.

3. **The Learning Cycle and Learning Styles**

How we learn.

4. **Managing Difficult Situations**

Working with difficult behaviour and overcoming resistance.

5. **The Development Cycle**

A process for staff development.

6. **Identifying Individual Learning and Development Needs**

The starting point for development.

7. **Identifying Learning Opportunities**

Development is more than just going on training courses.

8. **Challenging and Feedback Skills**

Core skills for promoting development.

9. **Approaches to Learning and Learning Logs**

Are we reactive or proactive learners and how we can encourage staff to be proactive?

10. **Learning and Taking Risks**

Fostering a learning climate in the workplace.

11. **Setting Objectives**

What is it we are setting out to achieve?

12. **Coaching**

A core skill for developing staff.

13. Mentoring

What is it? Is it for us?

14. Motivating and Developing Staff

How managers can motivate staff.

15. Managing Delegation

Processes and skills for effective delegation.

16. Reviewing Performance

Listening and probing skills to review the past and plan for the future.

17. Management Interventions

A range of interventions to use, appropriate to the needs of staff.

18. Managing Change

Plan it, do it and review it.

19. Personal Support Networks

Identifying and using available support networks.

20. Personal Development Planning

Implementing learning from the program.