



# MANAGING PEOPLE PROGRAMME

TU Dublin CPD Award - Level 6 on the NFQ - 5 credits

## Details

**Duration:** 4 Days

## Region & Dates

### Dublin:

Feb 13, 14, 20, 21, 2020  
Mar 4, 5, 11, 12, 2020  
May 13, 14, 20, 21, 2020  
June 16, 17, 23, 24, 2020  
Jul 16, 17, 23, 24, 2020  
Sep 17, 18, 24, 25, 2020  
Nov 5, 6, 12, 13, 2020

### Cork:

Apr 22, 23, 29, 30, 2020

### Donegal:

May 20, 21, 27, 28, 2020

### Limerick:

June 11, 12, 18, 19, 2020

### Waterford:

Oct 1, 2, 8, 9, 2020

### Galway

June 18, 19, 25, 26, 2020  
Nov 19, 20, 26, 27, 2020

### Time:

9.30 am– 5.00 pm

## Programme Overview:

The primary objective of Ibec's Managing People Programme is to enable front-line managers to make a more effective contribution to the organisation by developing core skills central to managing people at work.

## Programme Outcomes:

On completion of this programme, participants will:

- Understand and appreciate the full extent and importance of your role in managing people
- Improve your interpersonal skills to enable you to deal more effectively with people at all levels within the organisation and act with greater confidence
- Acquire the key tools for managing people through a practical approach to skills development in such areas as motivation, managing problem behaviours, counselling, assertiveness and negotiations.
- Develop an appreciation of grievance and disciplinary procedures and improve your effectiveness in handling issues in these areas.
- Gain an overview of the key areas of employment legislation and become more confident when dealing with queries in relation to these.

## Programme Content:

- Leadership
- Communication and Interpersonal skills
- Employment Legislation
- Negotiation skills
- Grievances
- Industrial Relations Institutions
- Giving Feedback and Managing Difficult Situations
- Motivation
- Discipline and Dismissals
- Counselling and Coaching
- Employment of Staff
- Assertiveness and Conflict Resolution



# Ibec Management Training

## Venues:

Ibec  
84-86 Lower Baggot Street  
Dublin 2

Ibec  
Knockrea House  
Douglas Road  
Cork

Ibec  
Gardner House  
Bank Place  
Charlotte Quay  
Limerick

Ibec  
Confederation House  
Waterford Business Park  
Cork Road  
Waterford

Ibec,  
Ross House  
Victoria Place  
Galway

Ibec North West  
3rd Floor  
Pier One  
Quay Street  
Donegal Town

## Cost:

Ibec member: €1900  
Non-member rate: €2100

## Contact:

For further information, please  
contact Quelba Lima on  
(01) 605 1619  
or at [training@ibec.ie](mailto:training@ibec.ie)

## Who Should Attend?

Front-line managers, supervisors and those preparing for promotion into a managerial role

## Approach:

Ibec has designed this programme to suit the needs of front-line managers within organisations. All presenters on the programme are practitioners who deal with a variety of real life situations on a daily basis. Participants are encouraged to express their views and experiences. Case studies and exercises are going to be used to ensure a real and practical understanding of each subject. Participants will practise all techniques taught on the programme.

## Programme Schedule:

### Day One

- Introduction to leadership
- Styles of leadership
  - Your style
  - Situational leadership
  - Managing versus Leading
- Communication
- Your personal style
  - Get your message across
- Interpersonal skills
- What are the skills?
  - Listening, body language, questioning
  - Developing key skills

### Day Three

- Giving Feedback/Managing problem people
- Understanding behavior
  - Feedback techniques
- Motivation
- Key motivators/de-motivators
  - A practical approach
  - Action planning
  - Case examples
- Discipline and Dismissals
- Practice and procedures
  - Handling disciplinary matters
  - Main provisions
  - Implications

### Day Two

- Employment Legislation
- An overview
  - Implications for managers
- Negotiations
- Preparing for negotiations
  - Skills development
  - Practice/ role play
- Grievances
- Good practice
  - Fair procedures
  - Handling grievances
- Industrial Relations Institutions
- What they are –how they work

### Day Four

- Counselling & Coaching
- What is involved?
  - Developing key skills
- Employment of staff
- Stages in the process
  - Interviewing behavioral approach practice
- Assertiveness
- Recognising and distinguishing between assertive, aggressive and non-assertive behavior
  - How to become more assertive
- Conflict resolution
- Handling conflict
  - Your style
  - Techniques for dealing with conflict

## What you said:

**"Ibec's development programme for all our line managers was a success, with the DIT certification awarded to participants reflecting the quality of the training."**

Enda Doherty, Manager of Human Resources & Corporate Operations, Pobal