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SOFT SKILLS AS A TOOL FOR CREATIVITY IN RURAL AREAS PROJECT 2020-1-FR01-KA204-079841



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PEOPLE MANAGEMENT



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People Management

Main aim of the module

- Understand why people management is important

Objectives of the module

- Learn the meaning of people management and why it is important
- Learn how to make people management more effective
- Learn the necessary skills for people management



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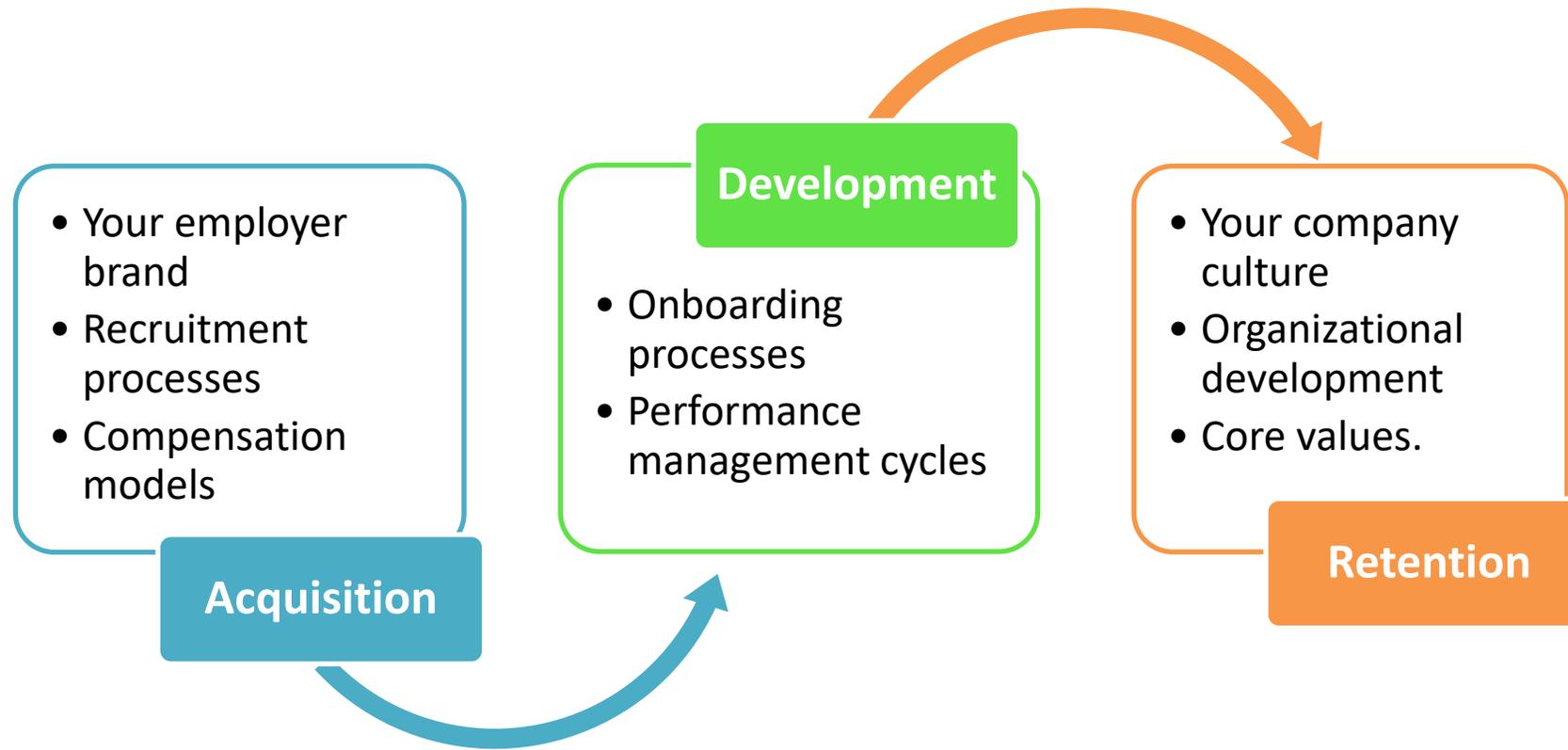
Definition of people management

People management is the process of training, motivating and directing employees in order to increase workplace productivity and promote professional development.

Workplace leaders use it to supervise workflow and boost employee performance on a daily basis.



Stages of people management





Why do we need people management?

Interpersonal conflict resolution

- It can help you mediate conflicts between employees in a way that fosters collaboration and respect.

Leading employee training

- It can provide constructive feedback and mentor employees so they can succeed in their positions.

Managing deadlines

- It can help you evaluate your team's resources and establishing realistic deadlines that encourage progress.

Building company culture

- It can help workers get to know each other. You can also ask them for feedback on their perspective of the company and make changes to create a company culture that everyone can help develop.



How does people management work effectively?





How does people management work effectively?

Listening



Don't assume what an employee is thinking, listen to learn as much as possible about the situation and don't just jump in with a solution. Be attentive, make eye contact, take notes and wait for them to finish before you start talking.

Separate personal problems
from organizational ones



Personal problems can be solved without significant reorganisation while organisational ones are inherent problems in the company's organisation.



How does people management work effectively?

Understand each employee's
purpose



People prefer to work on projects where they believe they can excel, and they feel more engaged to their work when they are given the opportunity to perform what they do best.

Balance praise and criticism



If you only praise them for good work you won't help them grow, and if you exclusively express criticism, they will be on edge and demoralized.



How does people management work effectively?

Ask employees *“Is there anything else?”*



Your employees will tell you what is on their minds at that moment. It can provide an opportunity for them to ask for help rather than waiting for a meeting where you go over their highs and lows.

Check in when nothing is wrong



Regular meetings establish a culture of communication and provide a safe space for employees when things become tough.



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People management skills



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People management skills

Trust

Communicating
effectively

Active listening

Empathy

Ability to
motivate your
employees

Accountability

Problem solving

Flexibility

Patience

Organisation



People management skills

Trust

- It allows your team work together more efficiently and productively and it could foster a culture of honesty and transparency.

Communicating effectively

- Letting employees know essential information quickly and clearly is key to have a supportive team.

Active listening

- Remove distractions, maintain eye contact and offer verbal or non-verbal cues to show your engagement and understanding.

Empathy

- It is the ability to actually see the world from another person's perspective and understand their motivations, fears, challenges, and strengths.

Ability to motivate your employees

- Motivating your employees helps them develop new skills and be more productive.



People management skills

Accountability

- Taking full-on responsibility for your decisions and actions, and those of your team helps build others' trust in you.

Problem solving

- Spot problems before they become unmanageable and apply a systematic framework to solve them.

Flexibility

- Accommodate specific employee needs, such as adjustable schedules or remote work, and allow them to adjust their own workflow.

Patience

- Patience can be used when training new employees, teaching new processes, handling conflicts or solving problems.

Organisation

- Managing a team involves handling several different ongoing tasks simultaneously.



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How to learn people management



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How to learn people management

Choose individual skills
to focus on

- Learn more about it, its benefits and how to apply it in the workplace.

Enroll in professional
development courses

- Ask your company or look for courses online.

Find a business mentor
or coach

- They can give you personalized feedback and specific, actionable strategies.

Ask other managers for
feedback or advice

- Ask them for advice on how to improve your people management skills.



Test your knowledge!

1. What are the three stages of people management?
 - a) Acquisition, organisation and retention
 - b) Acquisition, development and retention
 - c) Acquisition, development and motivation



Test your knowledge!

2. Is people management useful for meeting deadlines?
- a) Yes, it is part of being a manager to assign tasks, set objectives, evaluate resources and set realistic deadlines.
 - b) No, each employee must be responsible for his or her deadlines.
 - c) No, people management is only useful for solving problems between employees.



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Test your knowledge!

3. It is better just to praise employees so that they do not become demotivated.

a) True

b) False



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Test your knowledge!

4. This skill allows you to handle several different ongoing tasks simultaneously.

- a) Communication
- b) Trust
- c) Organisation



Test your knowledge!

5. Is it better to focus on some skills and learn them little by little or try to learn them all?
- a) It is better to identify your strengths and areas for improvements to decide which specific skills to develop.
 - b) You need to be good at all of them even though you don't know how to appropriately apply them at work.
 - c) It is best to learn them when a problem arises where you need to use them.



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Test your knowledge!

Answers

1. B

2. A

3. B

4. C

5. A



References

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