



**PEOPLE MANAGEMENT
FOR LINE MANAGERS
PROGRAMME**

**EMPLOYEES
DRIVE
PROFITABLE
ORGANISATIONS!**



Employee performance and attitude can result in the **success or failure** of your business unit or department.

**Production Manager?
Marketing Manager?
IT Manager?
HR Manager?**



Peoples Manager



The most difficult part of any manager's job is people management.



How a Line Manager manages his/her team will determine the productivity of the team.

The UBUHLE HR **People Management for Line Managers Programme** (PMLM) empowers both newly appointed managers and line managers to understand the principles of people management and to manage their teams positively and productively in order to serve the business goals.





PMLM Purpose



The purpose of this programme is to empower line managers and newly appointed managers to understand their role and responsibility in managing their people.



OUTCOMES OF PMLM PROGRAMME:

After completing this programme the delegates will be able to understand and apply people management principles and skills, in support of the HR department.

DELEGATES WILL BE EMPOWERED TO:

- ➔ Gain an understanding of the key aspects of people management
- ➔ Understand what makes an effective people manager
- ➔ Understand how to build and manage a team
- ➔ Understand how to gain credibility and acceptance

MODULE OUTLINE – PEOPLE MANAGEMENT FOR LINE MANAGERS:

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| 1 | INTRODUCTION TO PEOPLE MANAGEMENT |
| 2 | UNDERSTANDING THE IMPORTANCE OF YOUR HR RESPONSIBILITIES |
| 3 | RECRUITING EMPLOYEES |
| 4 | TRAINING AND DEVELOPMENT |
| 5 | PERFORMANCE MANAGEMENT |
| 6 | HANDLING DISCIPLINE |
| 7 | RETAINING AND REWARDING EMPLOYEES |
| 8 | POSITIVE EMPLOYEE RELATIONS |

1	<ul style="list-style-type: none"> • What is People Management? • Importance of People management in today's world • Why Line Managers should take the lead • Key elements of People Management • Types of people in organisations • Managing all types of people • Assessing your People Management Skills <ul style="list-style-type: none"> ○ Self - Assessment ○ Employee assessment
2	<ul style="list-style-type: none"> • Relationship between HR and the line manager • Devolved HR responsibility from HR to the line manager • Acting on advice or guidance from HR professionals • Importance of employment legislation on a manager's actions
3	<ul style="list-style-type: none"> • Job descriptions and person specifications • Best practice for recruitment and selection • Understanding competencies • The new employee - induction planning • Employment Equity (targets)
4	<ul style="list-style-type: none"> • Team development - Coaching & Mentoring basics • Development for future challenges and current job needs • Training needs analysis - collection and action • Compliance and essential training requirements • Supporting team members before, through and after training to maximise transfer of learning back to the workplace • Personal action planning
5	<ul style="list-style-type: none"> • Introduction to performance management • Setting SMART objectives • Assessing performance • Effective performance appraisals • Dealing with the problems appraisals can bring • The link between competency, capability, performance and training needs • Directing and guiding the work of others • Dealing with conflicting priorities and role overload • Building engagement, motivation and loyalty • Managing discipline and grievance • Managing absence effectively • Taking and keeping notes as manager

6	<ul style="list-style-type: none"> • Confronting disciplinary issues early • Pre-discipline process • Consistency of approach • Red Hot stove • Disciplinary Procedures • Gross misconduct • Dismissal process • Investigation process • Disciplinary hearing prior to dismissal • Managing attendance at work • Judge and Jury • Penalty to fit the crime
7	<ul style="list-style-type: none"> • Understanding employment contracts • Recognition • Employee engagement, communications and employee voice • Retaining talented staff • Rewards –how, what, consistency • Understanding motivation • Managing an employee exit
8	<ul style="list-style-type: none"> • Enlightened Leadership • Team development through empowerment • Motivation simplified • Pro-active attitudes and behaviour • Employee Engagement



DURATION

32 HOURS

Scheduled to suit operations:

1. 8 x half day sessions of 4 hours each, once a month, over 8 months.
2. 1 x full day session, once a month over 4 months.
3. 1 x full day session once a week over one month.
4. 4 x consecutive full days scheduled in one week.

WHO SHOULD ATTEND THE PROGRAMME

- Line Managers
- Newly appointed managers
- Specialists who are moving or have moved into management roles
- Team leaders and Supervisors that need development in people management discipline
- Anyone who wants to enhance their people management skills



**15 YEARS OF
EXPERIENCE IN
THE PEOPLE
MANAGEMENT
FIELD**

Why UBUHLE HR?

WHY USE UBUHLE HR? →

➤ LEVEL 4 BBBEE STATUS

- Spending with UBUHLE HR counts twice! You can claim 100% of any training spend with us towards your Procurement scorecard and everything spent with us on training your qualifying staff will count towards your Skills development target!

➤ SETA ACCREDITATION

- UBUHLE HR is accredited as a training provider with the WR SETA (No. 439)
- Service Seta Programme accreditation (Generic Management: NQF level 4 and level 5)

➤ PROFESSIONAL MEMBERSHIP

- Institute Of People Management (IPM)
- COMENSA
- Durban Chamber of Commerce





CONTACT THE LINE MANAGERS PROGRAMME SPECIALISTS

FOR MORE INFORMATION PLEASE CONTACT:

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