BLACKBIRD FOR TRAINING

# People Management & Improving Managerial Aspects

15 – 19 March 2027
Kigali (Rwanda)



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## Introduction

In today's fast-paced and competitive work environment, mastering people management skills is no longer optional—it's essential. Strong people management enhances team performance, boosts employee morale, and creates a thriving workplace culture. Companies with talented managers see higher productivity, better employee engagement, and sustained profitability. This course is designed to help participants develop practical strategies for managing people effectively, even in challenging scenarios, and to foster leadership qualities that drive team success.

Participants will learn how to manage diverse workplace dynamics, handle difficult situations, and build high-performance teams. Through interactive sessions, real-world examples, and proven methodologies, you will refine your understanding of people management strategies, managerial responsibilities, and the principles of effective leadership.

## Course Objectives

By the end of this course, participants will be able to:

- Understand the meaning of people management and its critical role in organizational success.
- Develop and enhance effective people management skills to lead diverse teams.
- Learn strategies for managing difficult people and maintaining a productive workplace environment.
- Explore people management goals and how they align with organizational objectives.
- Reflect on and improve their managerial style for better decision-making and leadership.
- Master techniques to manage angry or challenging individuals effectively.
- Identify the managerial aspects of building cohesive, high-performing teams.
- Learn how to adapt and thrive during organizational change.
- Develop a structured approach to time management, delegation, and conflict resolution.
- Discover why managing people can be challenging and how to overcome common obstacles.



## Course Outlines

### Day 1: Foundations of Ethical Leadership and People Management

- What is people management? Understanding its definition and purpose.
- Principles of ethical leadership and dealing with ethical dilemmas.
- Techniques for building consensus, commitment, and cooperation.
- Creating healthy inter-departmental communication and collaboration.
- People management responsibilities and their impact on organizational culture.

### Day 2: Establishing Credibility and Managing Workplace Dynamics

- Characteristics of a credible leader and earning trust.
- Emotional intelligence and its role in managing people effectively.
- Understanding organizational conflict and handling politics in the workplace.
- Strategies to manage difficult people at work and turn conflict into collaboration.
- Fundamentals of time and stress management for leaders.

### Day 3: Managing Change and Leading Teams Through Transformation

- How to manage people at work during times of change.
- Key factors and strategies for successful change management.
- The 4-room apartment strategy for adapting to new workplace dynamics.
- Helping teams move through the stages of change and managing resistance.
- Exploring the 17 laws of great teamwork.

### Day 4: Inspiring High-Performance Teams

- Identifying team roles and using the Belbin Type Indicator.
- Aligning individual motivators with team goals using the values alignment matrix.
- Developing people management strategies to foster collaboration and engagement.
- Best practices in coaching, mentoring, and providing performance feedback.
- How to be a good people manager and build a culture of excellence.

### Day 5: Managing Pressure, Delegation, and Workplace Efficiency

- Moving from reactive to proactive leadership through effective planning.
- Handling conflicting priorities and managing difficult people under pressure.
- Rules of effective delegation and its role in property management people scenarios.
- Freeing up your time while developing your team's potential.
- Techniques for creating a healthy workforce and managing team well-being.



## Why Attend this Course: Wins & Losses!

- Gain a deep understanding of people management meaning, principles, and strategies to lead effectively.
- Learn actionable techniques to manage people effectively, even in challenging workplace scenarios.
- Build skills to navigate managerial aspects like conflict resolution, delegation, and change management.
- Foster a thriving workplace culture through strong people management responsibilities.
- Develop resilience and agility to handle pressure and adapt to evolving team dynamics.

## Conclusion

Mastering people management skills is crucial for creating a supportive, high-performing work environment. This course equips participants with the tools to handle diverse workforce dynamics, manage challenges effectively, and inspire teams to deliver their best. From understanding why managing people is so hard to developing a proactive approach toward leadership, you'll emerge with actionable insights and strategies to drive organizational success.

**Take the step toward becoming an exceptional leader who excels in managing people effectively and shaping a positive workplace culture. Join this course to elevate your managerial capabilities and empower your teams for sustainable success.**

