

Managing People

Domestics and working together

Interactive

Safe space

Etiquette

Breaks

Feedback

Intended Learning Outcomes

3 elements: Handbook, course, professional development conversation

- describe your key accountabilities as a manager
- find the relevant policies, procedures and guidance to enable you to support staff throughout the employee lifecycle
- understand more about using different communication styles
- plan your own professional development as a manager

AND meet some of your peers!

Introductions, wants and needs



Activity

Introduce yourself to colleagues on your table.

Discuss what you would like to learn today and appoint a spokesperson to share your points

Enabling services



Enabling services - HR

Your supportive HR team

Recruitment and Talent

Operations – pay and admin

Employee Relations

**Sickness, maternity, adjustments, supportive, performance,
discipline, restructure**

HR Hub

Enabling services – Workforce Development

Design and deliver Management Curriculum workshops

Internal coaching service

Apprenticeships

Academic talent management

Organisational development

Management Information and data

Reward and recognition

Enabling services – Employee Health & Wellbeing

- Supporting the physical, mental and emotional wellbeing of staff through targeted programming, policies and structures.
- Leading Staff Wellbeing Champions & Wellbeing Networks.
- Leading staff elements of Be Well – our University-wide approach to mental wellbeing.
- Leading HSE Management Standards and DWAP process
- Wellbeing Hub



The employee life-cycle

Activity

What are your responsibilities as a manager during your allocated lifecycle stage?



Generous Leadership

To **deliver results**, we need our leaders to give generously of their time and resources, enabling people to do their best work and to thrive. To do this our leaders are:



Thriving and being at our Best



Effective Wellbeing Conversations



Caring & Compassionate

Space to enable people to explore thriving, wellbeing and being at your best

Supportive

Signpost the most appropriate support.

People-led

The individual is the expert and focuses on what's important to them.

Ongoing and dynamic

Wellbeing changes over time



15 -minute task: Complete the WAP

10-minute task: Share your reflections with a partner

Whole group discussion:

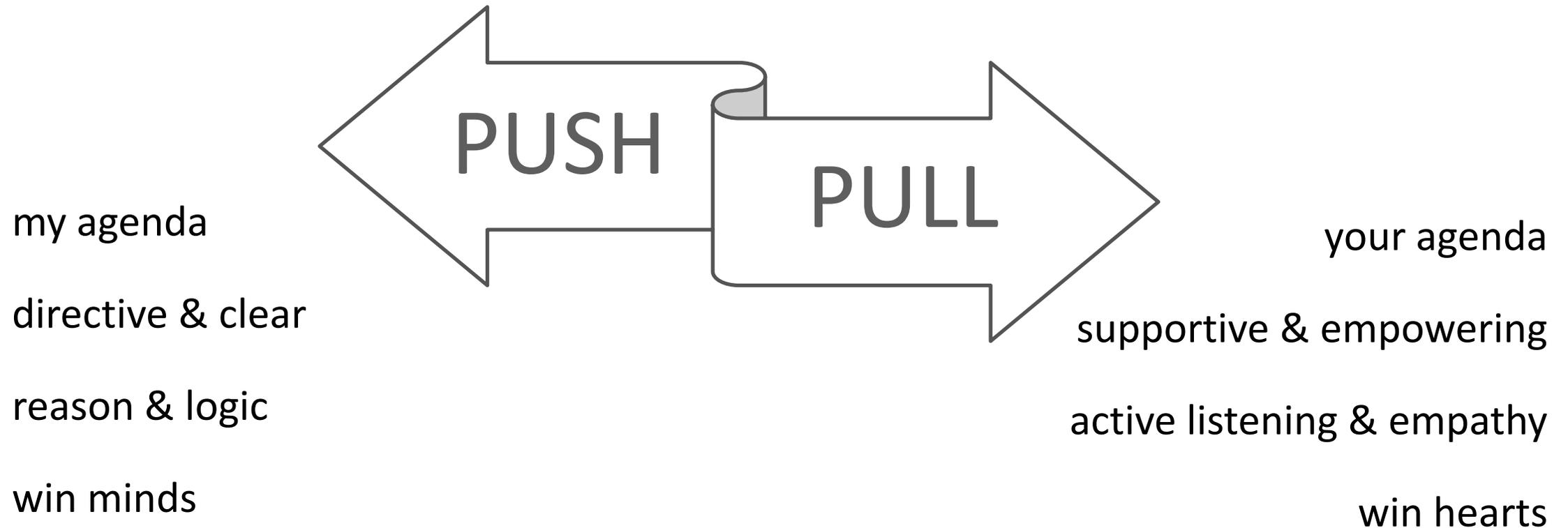
What did you learn from this experience?

How might these insights be helpful to those you work with?

1. Wellness Continuum

Healthy/ Thriving I am feeling at my best.	Struggling/ Flaring/ Reacting
What would I be aware of at each stage and what would my manager/ colleagues notice about me at each stage? <small>Consider physical/ mental health symptoms, energy levels, concentration, relationships/ interactions with others, productivity at work.</small>	

Push/pull communication



Push communication is useful when...

- You need others to be clear about your vision, direction, goals, expectations, and standards.
- You want to ‘set the pace’ for others.
- You want to make proposals, suggestions, and recommendations; let others know your views, opinions, thoughts, and / or feelings.
- You require others to carry out tasks in a particular way – because of legislation, health and safety regulations, organisational protocols and processes, your own requirements.
- You need to inject energy into a project, a team, a relationship.
- You are under time pressure.

Pull communication is useful when...

- You need to understand others' agenda, views, opinions, feelings.
- You want engage hearts and energy as well as minds in change, and build joint solutions.
- You want the other person to find a solution and access their own resources.
- You don't know the answer!
- You want to build relationships – most people respond well to us being genuinely curious about them and their situation.

Pull questions

What's your view?

What are your concerns?

How do you feel about that?

What's preventing you from moving forward?

What would help?

What have you tried already?

What options have you considered?

What would success look like to you?

Activity

In pairs/threes

Think about some of the conversations you've had recently:

What style did you choose

What was the reason for your choice?

On reflection, would you do it differently? If so, how?

What elements from today's session would you draw on?

Continuous professional development for managers

- Use the management curriculum self-assessment tool to identify further opportunities for your own development
- Ask yourself what areas from the lifecycle activity you feel less confident about dealing with
- Meet in your pairs/trios within 2 weeks. During this meeting, reflect on your learning so far and discuss how you want to develop further.
- TIP: try to use pull style questions as part of this conversation

Management development CPD

- [Management curriculum](#) e-learning and workshops
- [Management toolkit](#) plus weekly email
- Access to [LinkedIn Learning](#)
- Leadership conversations – 3 times per year
- Leadership development programmes
- [One to one coaching](#)

Managing People - an introduction
for new managers workshop feedback
form

