

Managing People



*New Directions in
Management and
Supervisory Training*

What Is MP?

Managing People (MP) is a system comprised of various modules designed to provide the fundamental skills required by supervisors in order to reach their business objectives. MP can be run in three consecutive days or in half-day or one-day modules.

Who Should Attend MP?

MP is beneficial for all managers and supervisors in any level of the organization who need to get work done through others.

Topic Areas Covered in MP

- ◆ Creating a Productive Work Environment
- ◆ Communication Skills –active listening, constructive feedback, and providing recognition
- ◆ Delegation Process
- ◆ Four Styles of Conflict Resolution
- ◆ Conflict Management Process
- ◆ Coaching Process
- ◆ Performance Evaluation

What Are the Outcomes of MP?

At the conclusion of MP, participants will be able to do the following:

- ◆ Set clear direction for all employees
- ◆ Understand and utilize various motivation theories
- ◆ Build trust and better working relationships with subordinates
- ◆ Listen actively
- ◆ Provide balanced feedback on performance
- ◆ Know the process of delegating
- ◆ Demonstrate the use of conflict management skills
- ◆ Demonstrate the skills of coaching
- ◆ Conduct effective performance evaluations

About New Haven Consulting Group, Inc.

New Haven Consulting Group, Inc. is a full-service training company specializing in sales, service, management and compliance training. For more information regarding MP and all other NHCG, Inc. products or services, contact us at (203) 926-1526 or by E-mail at info@nhcg.com.