

Staff Development Skills for Managers

What This Course Is About

This course is designed to equip and enable managers with the knowledge and skills needed to identify and actively develop individuals' capacity and capability as an integral part of day-to-day workplace management.

Who Should Attend

The course is relevant for anyone with line management responsibility. It is also suitable for new or aspiring managers wishing to learn about staff performance and development issues.

Benefits For Your Organisation

Reduced staff turnover and increased staff satisfaction; increased capacity and capability; more effective staff-manager relationships; more focused development in line with specified business needs.

Course Content

- Staff development and business performance: the manager's responsibilities
- Enabling staff to develop their potential: information, training and authority
- The staff development cycle: meeting individuals' development needs from joining to leaving
- The manager's role in new staff induction
- Setting clear, relevant development objectives and development plans
- Ongoing skill development: prioritising individual needs in line with business needs
- The workplace as a learning environment: using day-to-day development opportunities at work
- Coaching, delegation and mentoring: how they differ, how to use them for individual development
- Succession planning: selecting and developing the managers and leaders of the future
- How to give effective, developmental feedback
- How to monitor and evaluate individuals' growth and development
- Individuality and development: identifying and responding to individuals' learning strengths and preferences.

Learning Outcomes

Participants will be able to:

- Explain their role and responsibilities in relation to staff development
- Link staff development needs as appropriate to the performance needs of the organisation
- Plan and carry out effective induction and ongoing job training, focused on individual needs
- Evaluate and plan development progress on an ongoing basis
- Make effective, appropriate use of coaching, delegation and other work-based development methods
- Use feedback effectively as a development tool.

Learning Delivery

Courses run for 1 or 2 days, include pre- and post-course assessments and are highly interactive in their format, using practice activities and case studies throughout to test and develop participants' communication, coaching and development skills.

A modular version of the course is available for inclusion in wider management development programmes.

A print-based self-study guide is also available as a supplement to or alternative for the classroom-based course.