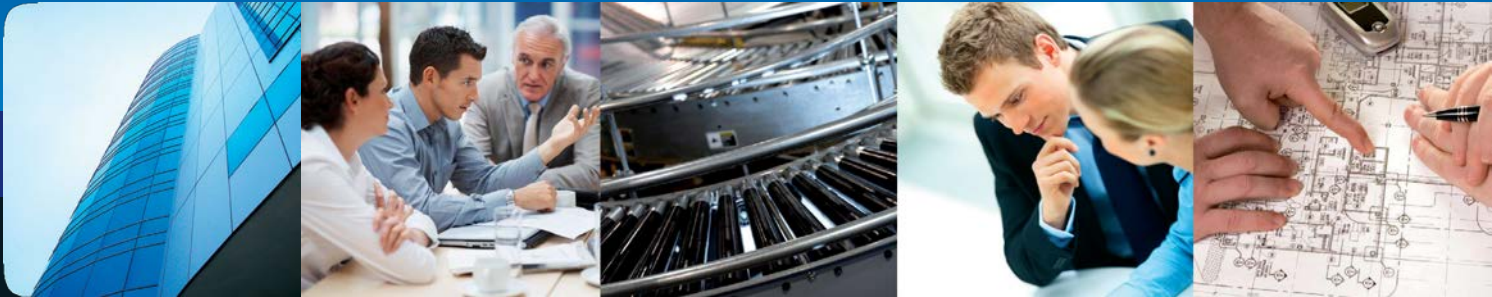


Understanding People Dynamics

4 Days – Accredited Training



Harnessing the people power during organisational change

Improvement programmes involve making change happen within the organisation. Managing day to day involves making change happen within the organisation. Improvement projects are led by people leading teams making change happen with the organisation. Every initiative involves managing change and managing people.

Understanding the people dynamics within organisations is essential to achieving business objectives. This programme enables students to learn about the people skills required for managing change and building high performance teams, either managing day to day, or within an improvement initiative.

Purpose & aims

The objective of the programme is to equip delegates with a sound understanding of the people dynamics involved in the change process, and give them the people skills to enable them to release and focus the huge amounts of latent people energy in the organisation. Delegates will become aware that “soft skills’ are in fact far from soft and lead to improved business performance and ultimately bottom line savings.

Students will learn how to:

- ✓ Understand the impact of organisational change on people
- ✓ Identify where resistance to change comes from
- ✓ Motivate team members during organisational change
- ✓ Influence senior managers to gain vital project support
- ✓ Help others to accept change
- ✓ Build on people’s strengths and help them overcome their personal challenges
- ✓ Improve systems for communication, data gathering decision making and project structuring
- ✓ Apply a simple model for building key relationships in the organisation
- ✓ Identify the differences between working groups, teams and high performance teams
- ✓ Apply a methodology for developing truly high performing teams

Target audience & pre-requisites

This experiential programme is designed for anyone who needs a better understanding of why people behave the way they do, and how the people dynamics of an organisation can not only impact on individual performance but can also be used in building high performance teams and creating continuous improvement with sustainable and positive change.

Delegates should be managers, improvement leaders, or change drivers within the organisation.

The programme assumes no prior knowledge of People Dynamics, but some previous experience of working with others is an advantage. Students should come prepared to learn about themselves as well as learn about others.

“It is always a pleasure to attend a course where the tutors have a really high competence and experience about the subject”

 **SigmaPro**[®]
when experience matters most

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The Programme

It is a practical and highly interactive experiential workshop taught over 4 days in 2 blocks. Students are encouraged to apply what they learn to live situations within their own organisations during the training while being coached throughout by one of SigmaPro's experienced staff. This approach enhances learning and ensures an early return on the training investment.

Content:

Understanding people

- Understand yourself
- Understand others
- Build on people's strengths
- Increase levels of trust
- Build individual and team self esteem

Effectively influencing others

- Manage, influence and negotiate with others
- Build alliances and partnerships
- Influence senior managers and teams
- Enhance motivation and engagement
- Build stakeholder support

Building high performance teams

- Create team identity
- Drive team unity
- Build trust and openness in teams
- Instill accountability
- Improve productivity

Managing change and resistance to change

- Identify where resistance to change comes from
- Identify stakeholders in the change process
- Motivate team members during cultural and organisational change
- Help others to accept change
- Create an open and honest working environment, cultivating a climate for project success

Approach

The programme is built around the latest thinking on change management and includes practical methods for releasing the energy involved in resistance to change. It uses well established but simple to understand psychological models. Delegates are provided with personal reports to gain insights into their own strengths and challenges and included in the programme are 2 coaching sessions on the application of learning into the work environment.

Before the programme starts, there is a mix of pre-course preparation work – to include reading on individual behaviour and organisational culture - and online questionnaires.

The programme is highly interactive and enables delegates to get the most from people when supervising and influencing others.

Certification

Candidates that complete the programme will become SigmaPro certified people dynamics practitioners. Certification requires completion of training, passing the exam and submission of course work.

All training material is provided in hard copy folders as well as digitally.

“ The personal leadership styles, are a great addition to the course and give a softer side which can be very thought provoking”

“ The presenters did a great job engaging the group and promoting thought”

Benefits

The skills developed by the students enable them to make a more effective contribution to the organisation in developing relationships, building teams and influencing others, leading to more effective leadership, problem solving and performance improvement.