

PEOPLE MANAGEMENT

Achieving successful people management in the development sector



OVERVIEW

An organisation's most important assets are its people. If your organisation is going to succeed, you're going to have to get the best out of your team. These modules will give you the skills you need to lead people and manage them effectively



TARGET AUDIENCE

This learning path is appropriate for those who manage people or are looking to move into a management role. Whether you have years of experience or very little experience managing people there are many reminders and key learning point for how to manage well as well as tools you can take back to you work.



TIME NEEDED

We recommend 6.5 hours to complete the program. Each module will take approximately 1 hour with a 30-minute assessment.



GETTING STARTED

You can enrol in this program by logging in or registering at <http://lingos.org/last-mile-learning/>. Once you have enrolled on the program all courses will appear in your learning list.

FULL COURSE TITLE: Last Mile Learning - People Management

After you have completed the series, don't forget to download your certificate!

MODULES

Coaching
Delegation Is Succeeding Together
Discrimination and Harassment Prevention

Managing Through Meaningful Conversations
Performance Management for NGOs and CBOs
Selection Interviewing



CONTENT

Coaching

This module answers key questions around what are the most effective coaching styles and how to create a coaching plan that will enable you to better manage your staff. Understanding how to incorporate these coaching styles into your management style will allow for more open and responsive team.

Delegation is Succeeding Together

The aim of this module is to outline the what, why, and how of delegation. Delegation involves managers cascading business objectives so that together everybody achieves more.

Discrimination and Harassment Prevention Training

This module invites the learner to navigate a series of scenarios where employees are challenged to identify and address potentially hostile workplace environments. The module explores several issues that must be addressed in a discrimination and harassment-free workplace, including race, age, gender, national origin and more. The module also explores the appropriate boundaries that should be in place to guide written, visual, conversation and physical interactions in the workplace.

Managing Through Meaningful Conversations

In this module, the learner will develop the skills required to manage by engaging in meaningful conversations with team members. The learner will discover the purpose of meaningful conversations, find the time to incorporate it into daily practice, and identify what to talk about with team members.

Performance Management for NGOs and CBOs

This module places the learner in the role of a manager with 3 direct reports, each with a different set of characteristics and in different situations. The learner must make decisions that impact these direct reports with the help of some helpful resources related to performance management. The module seeks to provide an entertaining, engaging, and ultimately enlightening experience to managers in the development world.

Selection Interviewing

A new manager is forced to begin a search for a new employee to replace an employee who left the organization unexpectedly. The scenario-based module follows the manager as she consults her Human Resources recruiting specialist for some best practices on hiring a new employee. The module introduces the four steps in the selection hiring process, and offers solid advice for successfully completing each step. The module also offers tools, including a competency profile, sample interview questions, interview tracking form, and candidate ranking form, that the learner can use as models for their own selection hiring process.