



Effective People Management Solutions

from

Phoenix Event

Alan Adair
Extra Dimension
72 Higher Blandford Road
Broadstone
Dorset
BH18 9AH

Tel: 01202 830047
Email: alan.adair@extradimension.co.uk



Discussion 1 - What aspects of people management have the biggest impact

Each table identified their top people management issues and then ranked the top three. If a topic had already been selected by a table then the next ranking item was captured. The top areas identified were: -

- Communication
 - internal
 - external
- Motivation
- Team Building
 - the right people
 - being effective
 - engaging staff
- Training
 - social skills
 - communication
 - behaviour

I would also suggest considering **Absence Management** as key – this often gets ignored, and can become a ‘silent killer’ for businesses. The smaller the business, the bigger impact this can have.

Discussion 2 – Suggested Solutions

Communication

- Needs to be in all directions
- Make it regular
- Use different media to suit different individual styles
- Deal with difficult issues, rather than avoiding them
- Deliver messages with passion
- Remember body language
- Encourage ideas

Motivation

- Create the right environment
- Understand individual job satisfaction
- Create sufficient stimulation to make roles interesting
- Consider the ownership of the business – shares etc
- Appropriate rewards (not always monetary)
- Link rewards to productivity and success
- Remember that everyone is motivated differently



Team Building

- Begins with the Leader
- Identify individual strengths
- Identify team strengths
- Make each individual feel important
- Set goals for individuals
- Make goals challenging and achievable
- Create the right environment

Training

- Understand training needs
- Look at the future as well as right now
- Train a trainer / cascade training can be effective (care!)
- Educate clients regarding business changes

Absence Management

- Return to work interviews – every absence
- Consider “wellness” initiatives
- Listen, support, coach
- Take action
- Follow the process

Next Steps

Developing people doesn't have to be costly, and a little and often approach can make a huge difference to your performance.

For a FREE, 90 minute session to help you plan your people development, call Alan on 01202 830047 or email alan.adair@extradimension.co.uk.

REMEMBER to speak to Alan about how you can get £1000 of training FREE.

To Reduce the Cost of Staff Absences, join us for an interactive training session on 31st March. See our Events page on the website.

www.extradimension.co.uk

We help you make a difference!