



PAINLESS PEOPLE
MANAGEMENT

PROGRAMME

THREE UNIQUE, MAGIC INGREDIENTS FOR PAINLESS PEOPLE MANAGEMENT!



lightbulb

LIFE AT WORK. MADE SIMPLE.

Anyone Can Be A People-Manager?

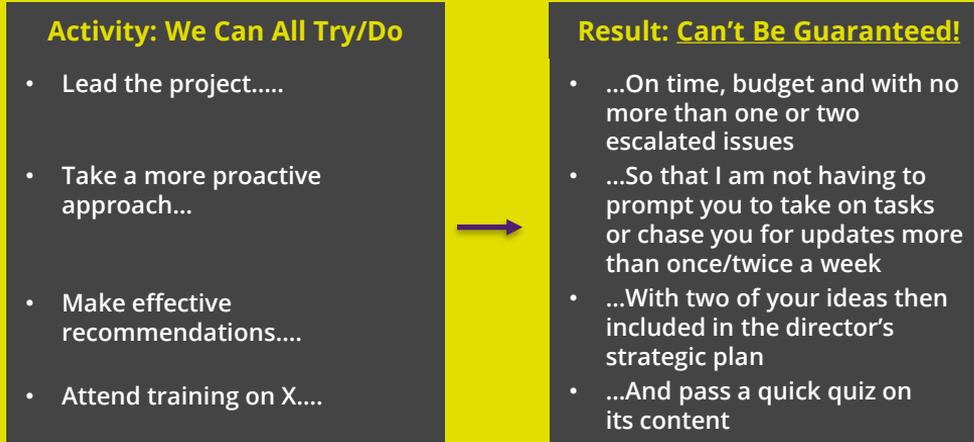
Managers Need Real-Life, Practical Tips, Tools and Habits

- People-management isn't easy! Most managers took the title and the pay-rise but don't necessarily have great skills to get the best out of their people. It's why many of us can claim to have had a terrible boss in our careers! A lot of management training is more suited to the style of David Brent in 'The Office' and content is often just unwieldy business models copied from the textbooks/internet or cliches and corporate-speak that have been trained for years.
- Managers deserve great tools that deal with how we work now: handling hybrid practices, multi-generational workplaces, changing demands from our people, the move towards 'personalisation' – and the recognition that managers are doing two jobs: their own 'day job' plus that managing people bit. A new toolbox is needed: so welcome to our **Painless People Management Programme**.
- To give you an insight into how we do things, here are **three** different, unique and practical ways of coming at and dealing with situations that managers are faced with day-to-day.....



1: Results Reimagined

Managing Outcomes Is Even More Important In A Hybrid-Working World



We tend to talk in activities/buzzwords with our people; however, anyone can do an activity.... potentially badly! We get a 'well-done' at work when we do something that can't be guaranteed, so every activity needs to finish with this 'jeopardy' expectation - because identifying what can't be guaranteed helps define **Results**.

Kicking a football is an activity, scoring a goal is a *result*; writing a document is an activity, the document not having to be amended too much by others is a *result*. Hitting deadlines, beating budgets are all 'well-done' *results*.

2: The Pain Of Objective-Setting

A Practice That No-One Is Enjoying!

- Bluntly, managers and HR can't really define what Objectives even are! I have loads of priorities every month: are these all 'objectives' and do I need to transfer all of these to HR's objective-setting template? And how does this work if you only want me to do it say annually or six-monthly?!
- And if you're asking me to instead think about *challenging* objectives/priorities then I may just write 'carry on doing what you already doing' objectives for my people because I can't think of any others right now (or I'll just copy and paste last year's!)
- We need to remove the shackles and rigidity around this subject: *'Objectives'* shouldn't be forced into a calendar-driven 'non real-world' approach and can last for however long they need to. They can be defined as a few priorities pulled out on an if needed, when needed basis for 'spotlight' focus in 121s with my people. Why? So I can highlight their importance and offer support to help achieve them because one or more of three 'spotlight' reasons is relevant to that individual

1: A Concerning 'Gap In The Day Job'
(between what you expect and
what they deliver)

2: A 'Day Job' priority that they
agree isn't or won't be easy for
them to achieve

3: A 'Beyond the Day Job' stretch
target they volunteer to
take on

3: Difficult Conversations: 180 Flipped

The Manager Shouldn't Be Starting The Conversation!

- When we initiate difficult conversations we are sometimes emotional, frustrated, unprepared, sometimes 'shooting from the hip' and this often leads to them starting badly and not ending well
- In these challenging conversations we need to take on both a first person and third person position. The first person is the manager in this example, the second person may be their direct report and the third person? That's the **mediator**: the person who puts things across in a calm, neutral and balanced way.
- In **speaking order** YOU go last! You channelling your third person mediator is the one starting the conversation. We train a five-part scripted mediator opening that is guaranteed to improve any difficult chat. But for now, make sure that you are having your say **AFTER** the 'mediator' and other person has had theirs!

Speaking Order: Mediator Opening, Their Response, You Go Last!

Painless People Management Programme

Six Modules (Delivered Online or In-Company) – One All-In Price: £3999 Team plus VAT

Part One

People-Management for Overnight Results

- A unique introduction to managing people and setting a team direction
- The five-step plan for managing 'office', 'hybrid' or remote working – includes:
 - Targeting/measuring results in any role for increased visibility
 - Using 'early warning indicators' to reduce 'nasty surprises'
 - + The new meeting rules that gets stuff done in less time
 - **Two hours**

Part Two

Difficult Conversations Made Simple

- How to prepare for challenging conversations in a unique way
- Beginning the conversation with a new approach to reduce nerves
- A script and structure to follow for the conversation that '180' flips how you currently approach it!
- The 'non-buzzword' way to improve concerning behaviour/habits!
- **Two hours**

Part Three

Painless 121s and Performance Reviews

- An all-year-round 121 structure
- Using 'the one magic ingredient, three triggers, five new steps' formula for objective-setting that will boost performance
- How to write behavioural objectives
- Determining right level of support
- The underperformance formula
- The complete step-by-step routine for amazing 121's in half the time!
- **Two hours**

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Part Four

Essential Employment Law: What Do I Do If.....

- Poor performance next steps
- Equality/discrimination legislation facts and myths
- 'Banter' v Harassment
- Some key people 'emergency' scenarios at work and how to practically handle them
- Only what managers need – and without the lecture!
- **Two hours**

Part Five

The 'Chameleon Manager' At Work

- A revealing insight into how you tick and why we behave the way we do
- Includes a psychometric mechanism to better understand what motivates you and others for great working relationships
- How to manage and deal with people who are 'not like me'
- **Two hours plus pre-workshop activity**

Part Six

Time-Management for Busy People

- Balancing people management with the 'day job' when everything is important and urgent!
- A unique time management system for the rest of your life
- Reduce 'time-stealing' and distractions from others
- 'To-Do' lists and 'stress-free' email – A better approach!
- **Two hours**

Practical & Punchy Workshops

In-Company & 'Online Live' Workshops: Our Different Approach

- **Because no-one ever said "I wish that training had lasted much longer, had loads more business models, buzzwords and clichés in it and had just used stuff I could have found online!"**
- Our 'online live' and in-Company workshops combine the style of a 'TED talk' with step-by-step techniques and tools: short learning bursts in half-a-day or less!
- No role-plays or gimmicky ice-breakers. People generally hate them!
- We don't fill time with academic, unusable business models
- We give you practical stuff rather than generic pieces of 'advice' or cliché one-liners!
– telling you to 'empower' people isn't really that helpful!
- We don't use the bog-standard agendas you may find elsewhere! Our techniques are often not found in textbooks (where competitors often copy theirs from) and are focused on what actually works at work
- Energetic and inspiring sessions that won't distract you to your phone!
- We train what we know works and what we and others have successfully used
- Plain-speaking: we work hard to minimise buzzwords and corporate-speak
- **FREE 'Total Recall' handout and access to online summaries** plus 'two-weeks on' reminders of key tools/techniques, post-workshop individual support and practice exercises to reinforce learning.





"Turned everything I thought I knew on its head! Most useful management training I've had"



"Best thing I have been to in ages - real food for thought"



"Techniques and ideas I can actually use rather than jargon and theory"



"A really different but fantastic way to approach 121s and moving away from appraisals"



"The best guidance I have ever had when it comes to this subject. Thank you!"



"A most interesting morning and I can honestly say that I will be applying many of the tools"



"It was very refreshing to come to such a lively, inspiring and informative workshop"



"Many thanks - it was an amazing workshop - used a lot of it already!"



Visit lightbulb.work