



Better people management

8 JULY 2020

PRESENTED BY ANGUS FARR

Business & Management
60 minute webinar: Better people management



Angus Farr
Training Counts

BETTER PEOPLE MANAGEMENT

PROVIDING LIFELONG SUPPORT TO PAST AND PRESENT ICAEW MEMBERS AND THEIR FAMILIES

A Company Limited by Guarantee registered in England and Wales, No. 5970606, Charity No. 1116973
Patron: The President of the Institute of Chartered Accountants in England and Wales

OBJECTIVES

By the end of the webinar you will be able to:

- Appreciate the advantages and disadvantages of 4 different management styles.
- Give constructive feedback (both positive and negative).
- Describe the importance of motivation in order to get the best from your team members.

AGENDA

- Management style
- Delegating and giving instructions
- Managing performance
- Giving constructive feedback
- Motivation
- Next steps

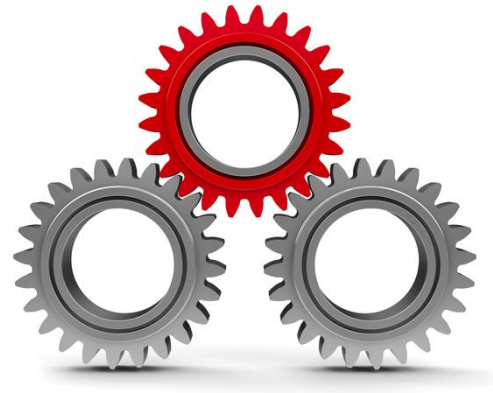
WHAT IS MANAGEMENT?

Management is...

“...getting things done through others.”

MANAGEMENT STYLE

- A simple model
 - Tell
 - Sell
 - Consult
 - Join



DELEGATION

“The process by which authority and responsibility is distributed from ‘Manager’ to ‘team’.”

WHY DON'T WE DELEGATE?

- New to role
- Lack of time
- Perfectionism
- We like doing the task
- Fear of surrendering authority
- Belief that the staff are not up to the job

GIVING INSTRUCTIONS

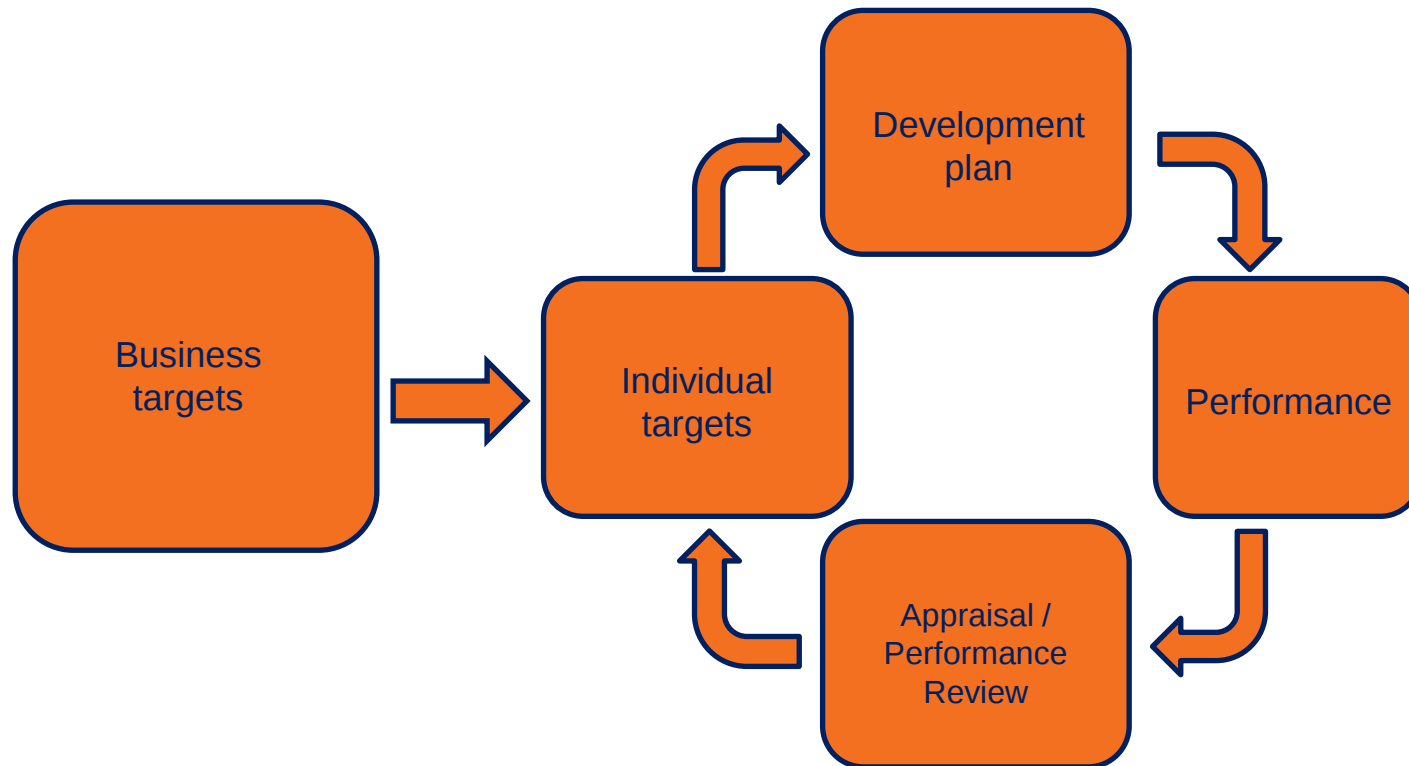
- Think about the communication method you are using
- Consider how much time you will need
- KISS – Keep It Short and Simple
- Ask the individual to summarise what they are doing

PERFORMANCE GAPS

Three reasons why these emerge

- Can't do it!  Training and development
- Didn't know!  Expectation management
- Won't do it!  Motivation

PERFORMANCE MANAGEMENT CYCLE



TRAINING AND DEVELOPMENT

secondment *qualification*
e-learning *project work* *coaching*

“Send them on a course!”

book or *website* *extra-curricular*
periodical *... and report* *think about ...*
back!

GIVING FEEDBACK



FEEDBACK MODELS

B = Behaviour

I = Impact

F = Feelings

F = Future

OTHER FEEDBACK MODELS

A = Action

I = Impact

D = Do

E = Example

E = Effect

C = Change

MOTIVATION

- Get to know your people
- Be human with people – take the mask off
- Acknowledge them with a smile
- Give meaningful praise
- Find out the aspirations they have about their job

NEXT STEPS

- Looking back:
 - what have you learned today?
- Looking forwards:
 - what are you going to do (differently)?

ANY QUESTIONS?



CORONAVIRUS AND YOUR WELLBEING

CABA provide lifelong support to past and present ICAEW members, ACA students, and their close family members.

How can CABA support you?

- **Emotional support** if you're struggling with stress or anxiety - our qualified counsellors can support you
- **Legal advice** if you need guidance on your rights at work or advice on how to support your employees
- **Debt advice** if you need help to minimise your debts and manage your finances
- **Financial assistance** if you're facing redundancy or a loss of income

If you're worried about the impact of the coronavirus on you and your family, visit www.caba.org.uk or email enquiries@caba.org.uk

Business & Management Webinars and events – icaew.com/bamevents

60 minute webinars – 10.00am

Strategic thinking for senior professionals
30 September

Leading resilient teams
7 October

Navigating 'office politics' positively
5 November

Practical Excel tips
7 December

20 minute webinars – 12.30pm

The net present value of happiness
23 September

Common online frauds and how to avoid them
14 October

View our past webinar recordings at icaew.com/bameventresources

THANK YOU FOR ATTENDING

Contact the Business & Management Faculty

icaew.com/bam

✉ bam@icaew.com ☎ +44 (0)20 7920 8508

@ICAEW_BAM

Upcoming BAM webinars and events

icaew.com/bamevents

