

## Managing People

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Managing people can be both rewarding and challenging. When going well, managing people is great fun, however, few experienced managers will be without some stories of trials and tribulations experienced along the way. However all will agree that it is important to do it well, if you wish to keep good people satisfied and performing.

So, what are the key components for managing others? What do great managers do to increase performance, loyalty and satisfaction of their people?

A key is to balance **organizational requirements** with understanding of **the personal needs** of the individual. Representing business needs (and sometimes firmly) is essential, however getting to know your teams' personal needs is also important to success.

With these elements in mind, it is increasingly recognized that a great manager must provide not only management support, but also strong leadership and coaching too.

**1. Management** includes setting individual and team objectives, agreeing personal development plans, undertaking appraisals, agreeing project guidelines, performance improvement meetings and recruitment. If you have a team, ask yourself what actions could you take to improve your people management?

**2. Leadership** is communicating and clarifying the vision, mission, objectives and values of the organisation. Great leaders communicate the values of the organisation and align them with the personal values and needs of their employees, inspiring support for the mission ahead and motivating them to overcome their fears and positively contribute. Are you leading effectively?

**3. Coaching** conversations are important to help an individual realize their potential in their current role and prepare them for future opportunities. As good coaching is a craft, it is often helpful to share responsibilities with external providers who should bring proven tools and techniques, impartiality, different organizational perspectives and lots of integrity (as key issues impacting work performance are sometimes non work related). Are you investing quality time in coaching your people?

Therefore, a great manager needs to manage, lead and coach. Why not take a few minutes to create some actions for improvement in this important area?

Wishing You Success Always,

Chris Cooper  
Managing Director

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