

# PEOPLE MANAGEMENT

COMPREHENSIVE  
PROGRAM



# OVERVIEW

No employees have a handbook on working with them, managing their behaviours, or communicating with them - but if they did, this course would be that handbook!

Our People Management Certificate Program, in partnership with Decode Greatness Consulting. Provides managers, incoming managers, and business owners with a foundational understanding of managing people.

Effective people management is becoming an expert at handling emotions, communication, delegation and attitude; first, your own and secondary others.

Throughout this program, participants will gradually collect tools and build a plan for managing themselves and others through individual CAPSTONE activities.

## COURSE STRUCTURE

Participants will receive instruction through online group zoom classes as well as in one on one coaching sessions. They will also have access to all course tools and content including recordings of classes on an e-learning hub, allowing them to review anything they missed at their own convenience. Participants can also become part of our Facebook group community, giving them an open forum to ask questions to instructors and other business owners.



## COURSE HOURS

- Weekly 2 hr group zoom sessions for 12 weeks
- 6 months of bi-monthly zoom training (2 hrs each)
- 2 hours of one on one coaching scheduled when participant chooses

**50 hrs of total instruction time over 9 months.**



# WHO IS THIS PROGRAM FOR?

**MANAGERS, SUPERVISORS,  
TEAM LEADS & BUSINESS OWNERS**

Every day, in some way, we are part of a team.

The question is not 'WILL you participate in something that involves others', the question is 'will your involvement with others be SUCCESSFUL?'

IF YOU ASK ANY OF THESE QUESTIONS:

- How can I manage others in a productive, effective way, while showing empathy, patience and respect?
- Do I need - or could I use - more perspective on internal issues?
- How can I listen to my people more or better?
- How can I reduce conflict in my team?
- Why is (he/she) always driving crazy or frustrating me?
- How can I do my job while managing people takes up so much of my time?

If your answer is YES , then this program is for YOU!

## ABOUT BUSINESS WISE COACHING

### Simple, Practical & Relevant

We are committed to providing your business with every possible advantage to thrive in Saskatchewan and beyond! Our experienced team provides your business with the expertise you need, available at your fingertips. With many options - from individual courses to full certificate programs, and from one on one coaching to mastermind groups we've got you covered.

**We exist to jumpstart million dollar businesses.**



# Program Instructor

**Elizabeth Teliz-McQuarrie**  
**Decode Greatness Consulting**

Elizabeth Teliz-McQuarrie believes learning for the sake of personal development and growth is key to success in all areas of career and life. She has an open-minded approach that comes 25 years of experience in small businesses, non-profit organizations, politics, mining industries and healthcare.

Elizabeth understands the value of investing in people. She links “Decode Greatness” principles with high-performance, individuals, teams and organizations so they can achieve unity and results.

She has a drive and passion for creating a culture that encourages an empowerment approach through increasing personal greatness.

Elizabeth's empathic listening style and curious nature make her a sought-after coach and adviser. Elizabeth motivates people to connect with themselves and each other by understanding who they are and why they are here, in a way that fosters a personal state of greatness.

It's amazing what we can do when we know and feel who we are!

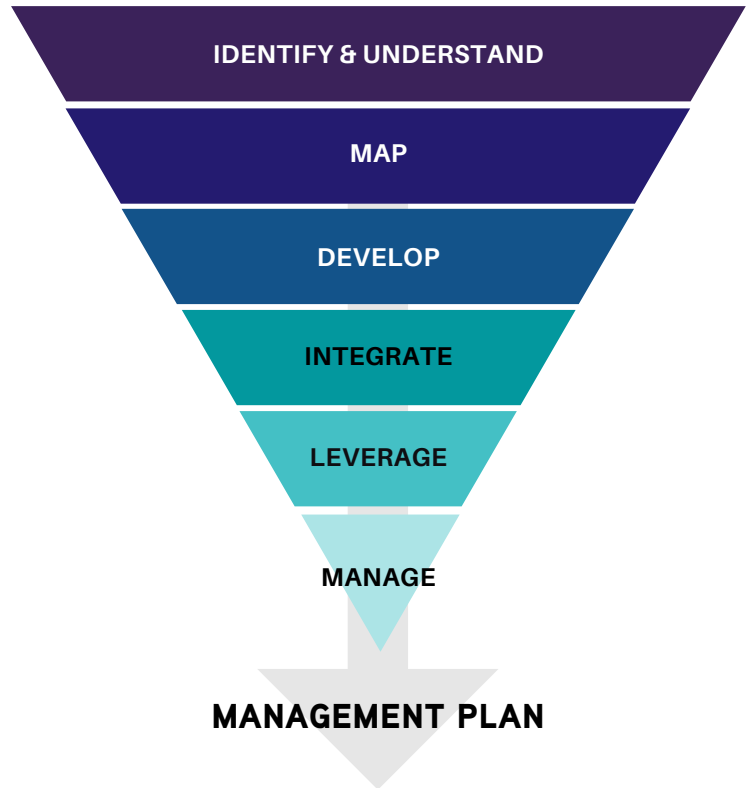
# THE LEARNING JOURNEY

Our People Management program is designed to teach simple, practical, and easy-to-understand concepts combined with activities that help you apply what you've learned directly to your business.

## KEY TAKEAWAYS

In this program, participants will

- Build more self-confidence in managing others
- Motivate others to increase job satisfaction
- Learn best practices communicating with others
- How to coach others with simple questions and good listen to skills
- How to have difficult conversations
- How to give clear directions and set expectations
- Skills for intergenerational management
- How to apply and leverage Emotional Intelligence
- How to hire for the organization, not the job



## Engagement of Learning Steps

1. Identify
2. Actions Steps/Plan
3. Implement
4. Access

\*\*These steps are done on a weekly basis to ensure retention and implementation\*\*

## LEARNING EXPERIENCE

### SEE

Learners are introduced to content through stories, expertise, and humor.

### SHARE

Knowledge is constructed by sharing and discussing with instructors, peers, and your target audience.

### REFLECT

Learners are given the opportunity to reflect, relate, and write down key takeaways and action items each course.

### TRY

Capstone activities connect key takeaways with business and action immediately to solidify new practices.

# PROGRAM OUTCOMES

## PEOPLE MANAGEMENT FOUNDATIONS

As part of the 'Learn' series of programs, this program consists of 3 months of consecutive learning, meaning 2 hours of learning every week for 12 weeks. This program is designed for participants to learn to identify what causes the conflicts that lead to communication & behavioural issues within their teams. Finally, participants will learn how to bring it all together to manage others in an environment that builds success in others.

1

### PROGRAM INTRODUCTION

Familiarize yourself with online platform, course layout, & materials.

2

### IDENTIFY YOUR ORGANIZATION

Identify the starting point of your organization, in 5 key areas,

3

### NATURAL TEMPERAMENT STYLES

Understanding your styles and how they interact with others is the first step to working with others' behaviours and reducing conflict.

4

### IDENTIFY MANAGEMENT STYLE

Learn your management styles, strengths and weaknesses and how to manage opposite styles with empathy.

5

### CONNECT & COMMUNICATE

Identify communication styles, understand non-verbal cues & engage with others, using connecting principles

6

### MAPPING MANAGEMENT STYLES

Build an adaptable management style for each temperament of your teams; map out motivation, communication tools and values.

7

### FUNCTIONAL SKILL MAPPING

Develop an inventory of the innate function skills your team has; compare them to job skills and duties. Who matches?

8

### CONFLICT MANAGEMENT

Develop conflict management skill and how to find common ground

9

### JOB CLARIFICATION

Identify who really does what at work and does it match their innate skills

10

### COACHING & MENTORING

Learning coaching skills and ways that you can improve the staff experience.

11

### CONTAGIOUS ATTITUDE

Your culture is determined by your staff's attitudes, how to improve the attitude

12

### PEOPLE MANAGEMENT GOALS

Develop goals to know your managing people in the right direction and steps for checking

# PROGRAM OUTCOMES

## PEOPLE MANAGEMENT IMPLEMENTATION

As part of the 'Apply' series of programs, this program consists of 6 months of online learning, with 2 hr online classes every 2nd week. This program is designed to help Implement strategic people management practices that encapsulate accountability, retention, intergenerational management skills, communication techniques for difficulties, setting both daily and long-term expectations.

1

### PROGRAM INTRODUCTION

Familiarize yourself with online platform, course layout, & materials.

2

### ACCOUNTABILITY WITH REMOTE TEAMS

Learn how to keep yourself and the staff accountable and on track by setting priorities

3

### ARE YOU MEASURING UP

Discuss your newly formulated skills and collect feedback from staff

4

### INTERGENERATIONAL MANAGEMENT PART 1

How to identify the needs of different generations

5

### INTERGENERATIONAL MANAGEMENT PART 2

Creating a culture for different generations to work together

6

### HIRING FOR THE ORGANIZATION NOT THE JOB

5 keys to develop a powerful team

7

### EVERYONE ON THE SAME BUS

Determining when and if it is the right time to let someone go

9

### DIFFICULT CONVERSATIONS

Learning the skill to prepare, have and manage difficult conversations

9

### MANAGING YOUR DAY

How are you managing your day to have, productivity and time for people

10

### DIRECTIONS & EXPECTATIONS

How are your giving directions and how are how setting expectations for a winning team

11

### KEYS FOR MANAGING

Learn the vital keys of managing a team, and supporting them their success

12

### PUTTING IT ALL TOGETHER

Put together your Management plan including KPI's that will mark your team's progress in a financial way.

## PROGRAM CREDENTIAL

Upon the successful completion of the program, participants will receive a certificate of completion. This program is not graded as the purpose is for participants to gain the skills and knowledge they need to be successful in their business or career.

## TRAINING COSTS

### People Management Foundations

3 Months, 24 Hrs Total Instructional Time

\$ 500 Materials

\$ 5,457 Tuition

\$ 5,947

### People Management Foundations

6 Months, 26 Hrs Total Instructional Time

\$ 500 Materials

\$ 6,457 Tuition

\$ 6,947

### People Management Comprehensive

9 Months, 50 Hrs Total Instructional Time

\$ 500 Materials

\$ 9,500 Tuition

\$ 10,000

Above prices are for each registered participant. Each business is encouraged to send 1 business owner or manager to audit the program alongside their registered participant to ensure the successful integration of tools and strategies into the business.

Visit [bwise.ca/calendar](http://bwise.ca/calendar) for upcoming program start dates.

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