

## Getting the Best from People: 8 Ways To Empathise And Motivate In Difficult Times

For Public Sector managers who want to get the best performance from their staff when they are facing ever-tightening budgets and intensifying delivery pressures. Participants will learn to get the best from their staff by understanding their distinct talents, valuing their diversity and originality, as well as knowing how to motivate them in different circumstances.

### Aim

To provide participants with a clear understanding of:

- What Employee Engagement is & current trends
- How to engage people from the head, heart and hands
- How to improve employee engagement
- How to build resilience and understand the risk of low engagement
- How to manage change effectively – understanding it and using tools to get buy-in

### Methodology

In order to achieve the objectives of the training, the following fundamental principles will be that the learning is –

- Highly engaging – the methods used will talk to the ‘head and heart’;
- Interactive – involving a blend of experience, discussion and practice;
- Innovative – there will be regular insights into the latest thinking & tools; and
- Encourage participation - so that delegates take ownership of their own development.

## Workshop methods and tools

In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** presentations will be used in order to provide the background of each subject and create discussion and questions.
- **Discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and coordinated by the facilitator in order to maintain the focus in the key areas of interest
- **Case studies:** case studies will be used so as to facilitate and trigger discussion, as well as allow external benchmarking so as to achieve competitiveness
- **Group work:** group work will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

## Sample programme

**10:00** Introductions and welcome

**10:20** Push vs Pull: an overview

**10:30** 1. The art of empathy: understanding diverse talents and perspectives

**10:50** 2. One = Many: build solidarity of purpose & guard against numbing conformity

**11:10** 3. The learning leader: how to thrive on critical feedback

**11:30** 4. The adaptable coach-mentor-supervisor: how to retain the best

**12:00 BREAK**

**12:15** 5. Time to go: helping those who need to find the exit

**12:30** 6. Mind the gap: selection & development strategy for what's missing

**12:50** 7. Be the lightning rod, not the buck-passer

**12:55** 8. Be the lighthouse, a guide to safe passage

**13:00** Co-coaching exercise on the 8 ways

**13:50** Next steps and action

**14:00** Close