AI for Managers I:
People and Performance

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Course Overview: What does this course involve?

This practical workshop equips people managers and team leads with the everyday skills of leading well setting expectations clearly, giving feedback that actually changes behaviour, building genuine trust, spotting disengagement early, and handling conflict fairly and consistently. Delegates also explore how AI can support their thinking and preparation for real people-management situations, helping them consider different approaches while keeping human judgement, empathy and accountability at the centre. Every idea is grounded in real workplace dynamics, with the aim of giving delegates something they can use in their very next conversation with their team.

"Good people management isn't about having all the answers. It's about creating the clarity, trust and conversations that help people perform at their best."

Who Should Attend this Course?

This course is ideal for:

- People managers and team leads responsible for setting expectations and giving feedback
- New managers building core people-management habits from the start
- Experienced managers wanting a practical refresh on trust, motivation and fair treatment
- Anyone leading a team who wants fewer surprises, less conflict and stronger performance conversations

Learning Outcomes

By the end of this 2 Hour workshop, participants will be able to:

- Set specific, observable expectations and deliver structured feedback using the Situation-Behaviour-Impact (SBI) approach
- Build trust deliberately, adapting to how hierarchy shapes what people will and won't say
- Identify what motivates individual team members and recognise early signs of disengagement
- Apply fair, consistent treatment and de-escalate everyday friction before it becomes a grievance

Duration: 2 Hours

Content

Topic	What You Will Learn
Setting Clear Expectations & Giving Feedback That Lands	We start by tackling the gap between vague feedback and feedback that actually changes behaviour. Delegates learn a simple, structured approach to describing what happened and why it matters, then practise it on a real, upcoming conversation of their own. We use AI to help managers test whether expectations are clear and observable, and rehearse how feedback could be delivered before having the actual conversation. **Topics include** • The Situation-Behaviour-Impact (SBI) approach to feedback • Recognising good performance as specifically as correcting poor performance • Structured paired practice on a real feedback conversation
Building Trust in a Hierarchical Team	Here we look at what genuinely builds or breaks trust on a team, with an honest look at how hierarchy affects what people are willing to say to their manager's face. We give delegates space to reflect privately and commit to one concrete change. We will use AI to explore different perspectives on a trust challenge and identify practical behaviours a manager could start, stop or continue while recognising that trust itself is built through human interaction. **Topics include** • What builds trust, and what quietly breaks it • Why hierarchy changes what a team will and won't raise • A personal stop/start commitment to shift one habit

Topic	What You Will Learn
Motivation & Spotting Early Disengagement	We help managers move past generic motivation theory to what actually drives the individuals on their team. Delegates learn to recognise early disengagement signals long before they turn into resignations. We will use AI as a thinking partner to explore possible questions and responses when a manager notices changes in engagement, without allowing AI to make assumptions or diagnose the employee. **Topics include** • Individual versus generic drivers of motivation • Early warning signs of disengagement • Group discussion of real, anonymised patterns
Fair Treatment & De-escalating Everyday Conflict	With conflict, consistency is everything. We work through what fair treatment looks like in practice, where the line sits between a management issue and an HR issue, and how to de-escalate friction before it grows into something bigger. We will use AI to role-play a difficult workplace conversation, allowing managers to practise different responses and consider how their wording may escalate or de-escalate the situation. **Topics include** • Fair and consistent treatment in everyday decisions • Knowing when something is a management matter versus an HR matter • Practical de-escalation practice in pairs

Why Choose This Course?

Individual Benefit: Managers leave with practical tools they can use in their very next feedback conversation, team interaction or conflict situation.

Team Benefit: Teams experience clearer expectations, more consistent treatment and earlier intervention before small issues grow into bigger ones.

Organisational Benefit: Fewer conflicts escalate unnecessarily to HR, and the organisation builds a stronger bench of confident, capable people managers.

Continue reading to learn more about our optional add-on's, and to find the outline for this course's specific Afterburner.
Contact us should you have any queries or need assistance, we're standing by to take your call!

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

Enneagram Group Coaching Journey	Enneagram: Insight to Action