PEOPLE MANAGER FUNDAMENTALS 2021

Public sector leadership is underpinned by a solid foundation of great people management. Effective people managers are key to high-performing organisations. They're vital for achieving positive workforce outcomes, and central to delivering services to the people of NSW.

The People Manager Fundamentals (PMF) online training program is designed for those new to people management or wanting a refresher. The program modules were developed with extensive input from people managers and agencies across the NSW public sector, and are designed to provide a high-quality, self-directed, blended learning experience.

The learning modules are linked to the People Manager Frame, which provides an overview of the role expectations, responsibilities, and key attributes of an effective people manager.

There are four modules, plus a short introductory module, covering the following topics:

Importance of People Management & Self-reflection activity (Introductory Module)

Outlining the key role expectations and responsibilities of people managers across the public sector.

By the end of this module people managers will be able to:

- Understand role expectations and attributes of effective people managers

- Assess their baseline people management strengths and vulnerabilities against the expectations defined in the People Manager Frame

- Identify opportunities and goals for development and growth

- Receive feedback from colleagues on their people management

- After completing all the modules, participants can re-assess their people management capabilities and compare these results against their baseline

About the Modules

Duration: 2-3 hours per module, plus activities and readings

Audience: People managers (Levels 9/10 to 11/12 or equivalent)

Delivery: Online

Module structure:

- An introductory **'engage'** section with a video exploring the relevant domain of the People Manager Frame

- Three **microlessons** covering concepts, practical tips and tools, and learning application activities

- An **'embed'** section where participants identify actions to embed their learnings at work and reflect on their progress

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Establish Purpose and Direction

This module equips people managers with the knowledge, skills and tools to translate strategy, set direction and motivate their teams to execute and deliver great public value.

By the end of this module people managers will be able to:

- Translate organisational strategy into an action focussed team purpose

- Set direction and goals through collaborative team processes

- Motivate and inspire the team to executive on their team strategy with purpose

Manage and Develop People

Managing and developing people is fundamental to ensuring teams are engaged, performing and growing.

By the end of this module people managers will be able to:

- Establish a positive team culture

- Enable growth and development of teams

- Observe and address performance

Plan and Organise Resources

The skills needed to plan and organise resources are essential for leaders at all levels. These skills are necessary to drive organisational productivity and performance. This module is designed to equip managers with the knowledge, skills and tools to plan work and enable their teams to deliver quality results for the people of NSW.

By the end of this module people managers will be able to:

- Plan and resource work effectively and fairly across their team

- Organise the team to enable the delivery of quality results

- Identify and mitigate risks proactively

Lead Through Change

Leading people to deliver sustainable change for the benefit of citizens is critical for leaders at all levels. This module is designed to equip managers with the knowledge, skills and tools to manage and communicate change effectively, whilst supporting their teams to engage with change.

By the end of this module people managers will be able to:

- Prepare for and manage change

- Communicate change effectively

- Support others to engage with change

- Lead change in the workplace using a variety of proven change management techniques

FOR MORE INFORMATION

To learn more about accessing the People Manager Fundamentals online training modules, please speak with your HR/People & Culture/Workforce team, or contact capabilityframework@psc.nsw.gov.au.