



Australian Government
Australian Taxation Office

L&D



Managing People

Module 2 of the Management Development Program - Day 1

A moment of fun



Learning Outcomes

Program Description Would you like to motivate and manage your staff effectively? This managing people module will help you to have early performance conversations and get the most out of managing your people through practical application

What will we do?

- ❖ Your role as a manager
- ❖ Managing remotely
- ❖ Understand motivation and how it relates to your staff
- ❖ Learn the best way to be a great manager and to inspire your team to achieve top performance
- ❖ Identify reasons why staff in your team could be disengaged
- ❖ Use Whole Brain Thinking® to flex your communication and collaboration for greater influence

Your role as a manager

What's in it for you as a manager? The information you need to manage people and encourage positive performance.



MDP_Brad_Chapman.mp4

Brad Chapman – Deputy Commissioner for ATO People
Broad responsibility for all HR functions

Managing Remotely



2019 APS Census data – ATO results

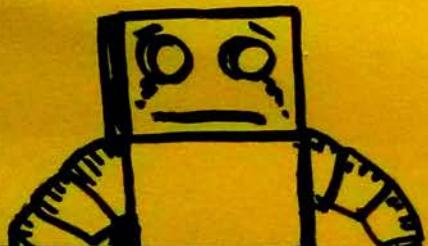


Understanding motivation



Understanding motivation

AUTONOMY



MASTERY



PURPOSE



Understanding motivation by reflection

Questions for your consideration:

- I am most motivated at work when.....
- I feel most committed at work when.....
- I feel most valued at work when.....
- Think of a time when you were performing well at work,
what did your manager do to support facilitate this?
.....



How do great managers motivate their employees to achieve top performance?



Disengagement in the workplace



Why your people could be disengaged at work continued

In a study 2400 employees were asked: '*What makes you angry, upset, or frustrated at work?*' And they didn't just share – they shouted!

1. Lazy and underperforming co-workers
2. Unappreciated and unrecognised
3. Communication issues
4. Accountability and responsibility
5. Negativity
6. Customers
7. Annoying and inconsiderate co-workers
8. Team? What team?
9. Gossip and backstabbing
10. Deadlines and times



NOTE: about 40 per cent of the respondents were in Australia, another 40 per cent in the United States and the rest were spread across the world.

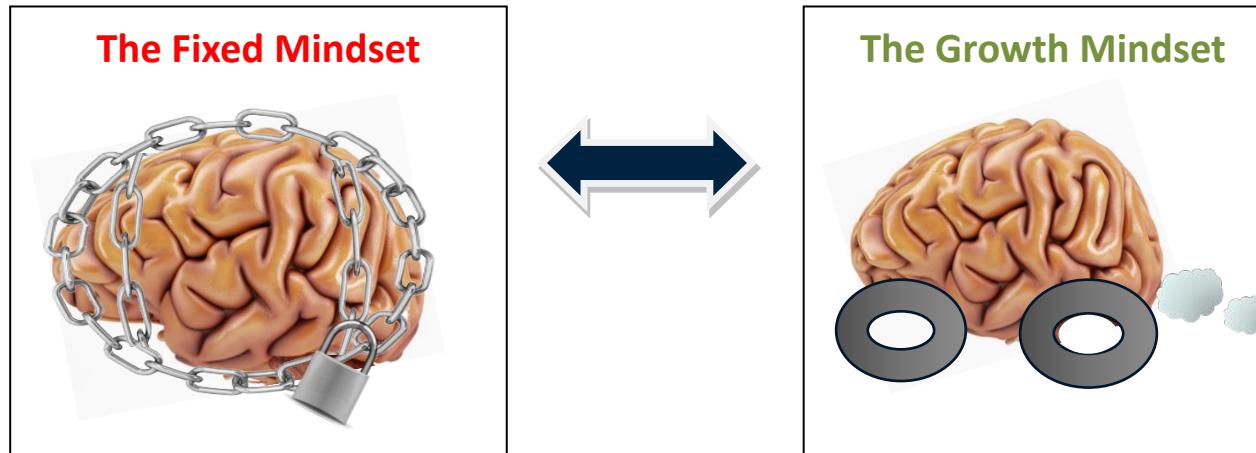
Your influence on engagement

People underestimate the influence that managers have on their employees

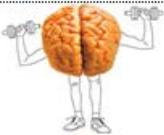


Growth mindset - Impact on management

Growth mindset and the power of our mindset



People with a growth mindset do the following:



Believe intelligence can be developed



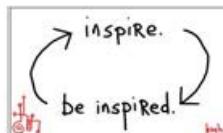
Embrace challenges



See effort as the path to mastery.

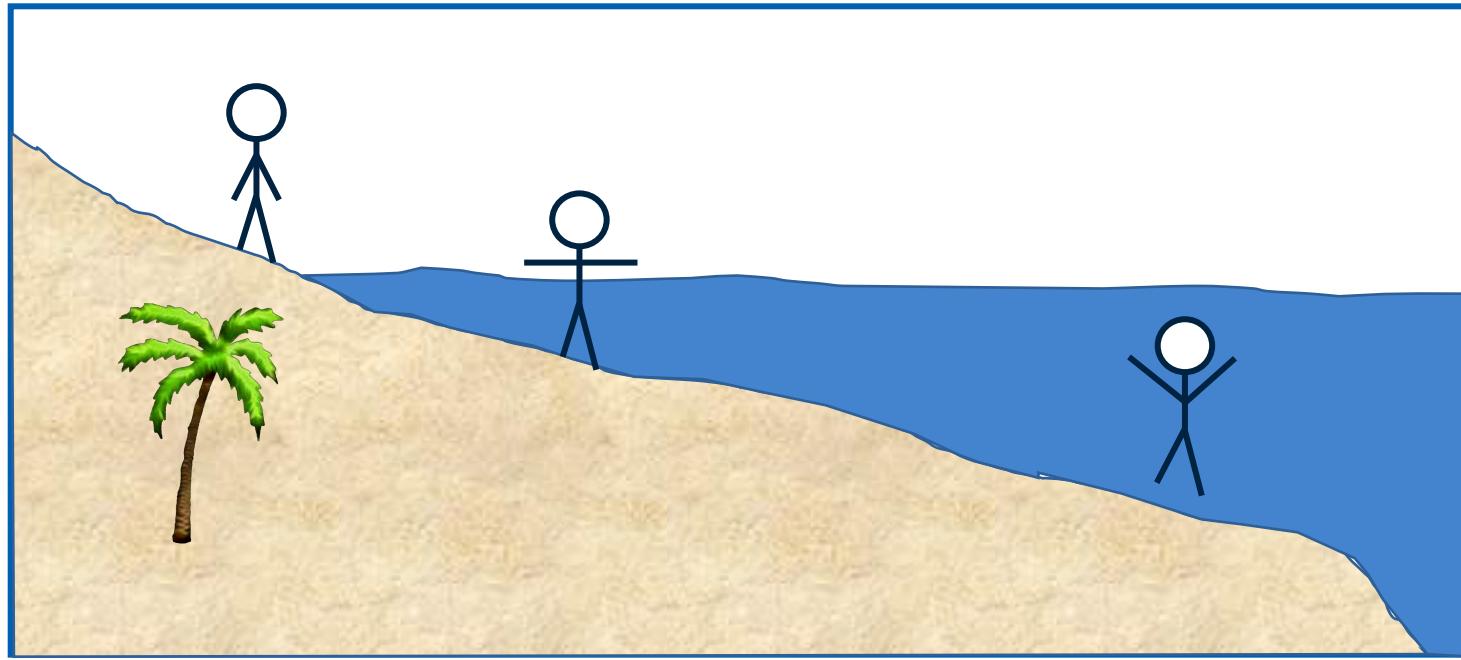


Learn from criticism



Find lessons and inspiration in the success of others

Encouraging staff to have a growth mindset



Safe zone

Learning zone

Panic zone

Whole Brain Thinking®



The Whole Brain® Model graphic is a registered trademark of Herrmann International

Thank you

Module completed

