



## **VAAC Blog**

# **Guest Blog: The Art of Effective People Management**

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The workforce is the most valuable asset of any business, and effective people management plays a crucial role in determining its success. However, these days, thanks to technology and a greater emphasis on wellbeing, people management has become increasingly intricate. Businesses now have the ability to operate from multiple locations, offer remote work options to most, if not all, of their workforce, and have employees spanning across different generations.

HR managers and startup founders must stay well-informed about the latest trends and tools to effectively lead their diverse and geographically dispersed teams. This comprehensive guide will delve into the key aspects of people management, highlighting its significance, and providing best practices to overcome any challenges. So let's get started.

### **What is People Management?**

People management is the art and science of managing and developing the individuals within a business. It encompasses a wide range of aspects, such as hiring, training, motivating, evaluating, and retaining employees. People management is about building and maintaining a positive work culture, fostering effective communication, and ensuring that each individual has the resources and support they need to perform at their best.

## Why is People Management important?

Effective people management has a direct impact on the success of an organisation and here's why:

- It attracts and retains top talent: A positive work culture and effective people management practices can attract talented individuals to join your company. Additionally, when employees feel valued and supported, they are more likely to stay with the company for a longer period.
- Improves productivity: When employees are managed effectively, they are more engaged and motivated, leading to higher levels of productivity. People management also involves setting clear goals and expectations, providing necessary resources and support, and recognising and rewarding good performance. All of this contributes to increased productivity.
- Builds a positive work culture: People management is not just about managing individuals; it is also about creating a work environment where employees feel valued, respected, and supported. A positive work culture leads to higher job satisfaction, lower turnover rates, and better collaboration and teamwork. It's powerful stuff!
- Reduces costs: Effective people management can help reduce employee turnover, absenteeism, and conflicts in the workplace. These issues can be costly for a business, and by managing employees effectively, these costs can be minimised.
- Enables effective communication: Effective people management involves promoting open and transparent communication channels between employees and managers. This allows for better understanding, trust, and collaboration within the team.
- Ensures legal compliance: When it comes to people management, it's important to stay updated on employment law and regulations. This ensures that your company stays compliant, which is crucial for avoiding legal complications and maintaining trust and credibility with employees.



So how can you do people management well?

## How to do People Management well

To excel in people management, there are a few essential skills and practices that HR managers and startup founders should develop:

- Leadership: Inspire and guide your team towards achieving organisational goals by setting a clear vision and leading by example.
- Effective communication: Ensure open and transparent communication within the team. Be approachable and encourage honest feedback about any challenges or concerns.
- Recognition and appreciation: Regularly recognise and appreciate team members' hard work and achievements. It boosts morale and fosters a sense of belonging.

- Professional development: Invest in training and development opportunities to help employees enhance their skills and advance their careers. This shows that you value their growth and development.
- Performance management: Set clear goals and expectations, provide regular feedback, and conduct fair performance evaluations to help employees improve their performance.
- Conflict resolution: Be proactive in addressing conflicts within the team and strive to find a win-win solution. This creates a harmonious work environment.
- Empathy: Understand and empathise with your employees' personal and professional challenges, especially during difficult times.
- Adaptability: Be willing to adapt to changing work dynamics and be open to exploring new methods and tools for effective people management.

## **Managing people in multiple offices and locations**

Managing a workforce spread across multiple offices and locations can be challenging. Here are a few strategies to ensure that everyone remains connected and well-managed:

- Consistent policies: Implement consistent policies and procedures across all locations, focusing on clear objectives and performance indicators.
- Regular communication: Maintain open lines of communication between different offices and encourage cross-team collaboration. Schedule regular check-ins with employees from different locations to ensure that their needs are being met, and address any concerns they may have.
- Face-to-face interaction: Organise regular face-to-face meetings, team-building activities, or company-wide events to build relationships and foster a sense of unity.
- Recognise differences: Understand that each office or location may have their own unique culture, and be mindful of these differences while still maintaining a cohesive company culture.
- Utilise technology: Leverage technology to facilitate communication and collaboration between different offices, such as video conferencing and project management tools.
- Have reliable representatives: Designate reliable representatives in each office or location to act as liaisons and help bridge any gaps in communication or understanding.

## **Best practices for managing remote teams**

When it comes to people management, remote workers need a little extra consideration and a different set of skills:

- Effective communication tools: Technology plays a vital role in managing remote teams. Make sure to provide your team with the necessary tools and resources, such as project management software, video conferencing tools, and instant messaging platforms.
- Clear expectations: Clearly communicate expectations and guidelines for remote work to avoid misunderstandings or confusion. It is crucial to set clear

expectations and goals for remote employees. This helps in effective task allocation, communication, and evaluation of performance.

- Virtual team building: Schedule regular virtual team building activities to foster teamwork and collaboration.
- Trust and autonomy: Trust your remote employees to work independently and give them the autonomy they need to manage their time effectively.
- Regular check-ins: Schedule regular check-ins with individual team members to ensure that everyone is on track, address any concerns, and provide necessary support.
- Open-door policy: Encourage open communication and be available to address any concerns or challenges your remote employees may have.
- Set boundaries: Establish clear boundaries between work and personal life, as working from home can blur these lines. Be mindful of their personal wellbeing.

### **How hiring multi-generational teams affects people management and what to do about it**



With the workforce becoming more diverse, companies now have employees from different generations working together. This brings its own set of challenges to people management, such as differences in work styles, communication preferences, and needs. Here are some tips for managing multi-generational teams:

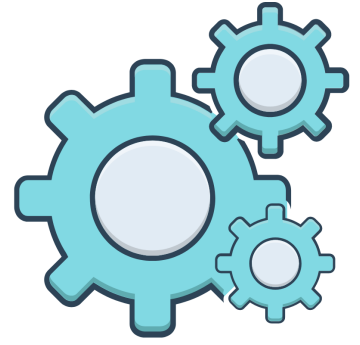
- Understand each generation: Take the time to understand the characteristics and values of each generation present in your team to better manage their expectations and needs.
- Leverage diversity: Embrace the diversity in your team and encourage collaboration and learning from each other's strengths.
- Flexibility: Be open-minded and flexible when it comes to accommodating different work styles and preferences.
- Effective communication: Use a variety of communication methods, such as face-to-face meetings, emails, and instant messaging, to ensure effective communication with employees from different generations.
- Focus on results: Instead of focusing on how work is done, focus on the results. This allows for individual preferences and work styles while still ensuring productivity.
- Bridge the gap: Encourage mentorship or reverse mentorship programmes to bridge the gap between generations and foster understanding.

### **The essential tools for effective people management**

In addition to the strategies mentioned above, there are various tools and technologies that can aid in effective people management, such as:

- Human resource information system (HRIS): A software solution that automates and centralises HR processes, including payroll, benefits administration, and employee data management.

- Performance management software: Enables managers to set goals, track progress, and provide feedback to employees.
- Collaboration tools: Platforms like Google Workspace, Microsoft Teams, and Slack facilitate communication, document sharing, and project management.
- Training and development software: These tools help to create, manage and track your team's training and professional development programmes.
- Employee engagement tools: These platforms facilitate feedback, recognition, surveys, and insights to understand and improve employee engagement levels.
- Project management tools: Software like Asana, Trello, or Jira helps in managing projects, allocating tasks, and tracking progress.
- Time tracking software: Tools such as Time Doctor, Toggl, or Harvest allow for tracking work hours, productivity, and managing work schedules.
- Video conferencing tools: Platforms such as Zoom, Microsoft Teams, and Google Meet help conduct virtual meetings, enhancing communication and collaboration.



The most important tool, however, is the support of an HR consultant. An HR consultant can offer expert advice, guidance, and support to help organisations implement effective people management practices. They can also assist in addressing any issues or challenges that arise in managing a diverse workforce. For more information about how we can help you, contact us.

Overall, managing remote and multi-generational teams requires a combination of effective communication, understanding, flexibility, trust, and the use of technology. By implementing these best practices and using the right tools, companies can successfully manage their diverse workforce and foster a productive and positive work environment. Happy managing!