

# TOP TIPS FOR MANAGING WORKPLACE SKILLS

We have identified a number of 'top tips' for managers on how to better support new entrants and increase existing workplace skills. These can help managers become more effective for not only these individuals, but also the wider organisation.

CMI Professional Standards have been developed in consultation with managers and leaders from across sectors. They define the key areas for professional managers at every stage of their career.

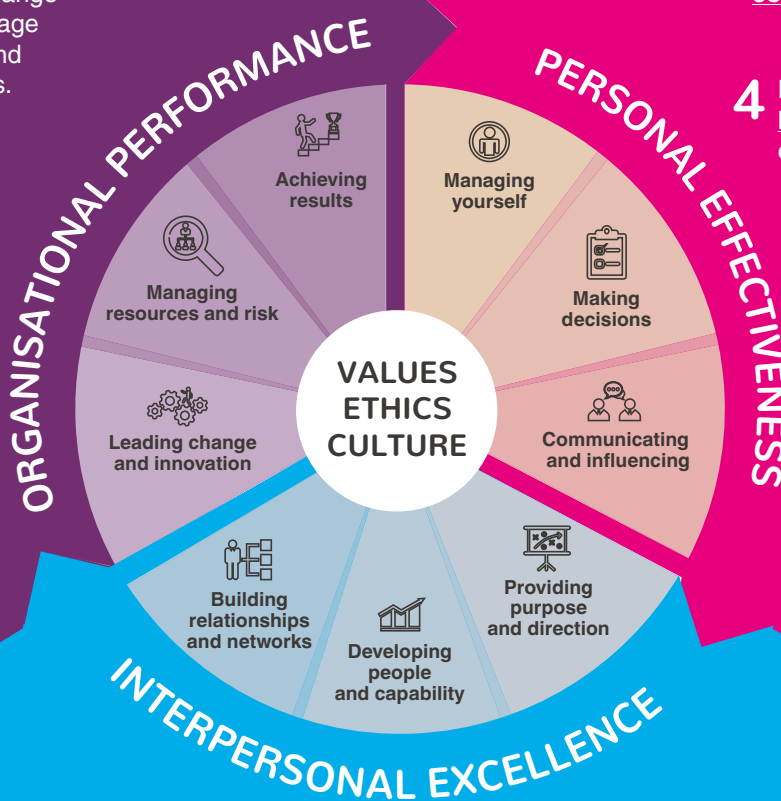
**1** Develop a **Talent Management** strategy, creating opportunities for training that supports role change and progression can encourage low skilled workers to stay and develop within your business.

**2** Make use of programmes such as apprenticeships, traineeships, kickstart etc to attract new staff and support existing staff to develop. **Positive impact of apprenticeships.** Consider, also, formal qualifications and Professional Membership for the development of key skills to motivate staff and deliver against organisational objectives.

**3** Communicate appropriately, with clear expectations. **CMI clear communication checklist.**

**4** Be a role model - demonstrate **behaviours** your team expects to see.

**5** Adapt your **Leadership Style** to the individual, and be **authentic**.



**6** Provide opportunities for new/low skilled workers to develop their skills and knowledge through **Coaching, Mentoring,** and **personal development.**

**7** Talk openly about **wellbeing**, and lead using **emotional intelligence**. In **Management Transformed** 72% of staff rated wellbeing as the top priority for 2021.

**8** Joining a team that is dispersed can be overwhelming. Facilitate meaningful connections with direct reports, **virtually**, encouraging the **building of relationships** through information discussions and socialising.

**9** The secret to improved productivity is trust. Where managers trust and empower their direct reports, they find that productivity rises. **Developing Trust.**

**10** Provide **constructive and honest feedback** on staff performance. Recognise when an individual has exceeded expectations and delivered. **Performance Management.**