

The Advanced School For Managers



Overview:

Effective managing is an ongoing process, and the best managers recognize that training is necessary in order to utilize the innovations in management that are constantly being made. We would like to invite you to test and apply yourself at the next level of professional development: The Advanced School For Managers -- designed especially for managers who have attended other programs like our School For Managers who would like to move beyond their present skill level.

This intensive training program picks up where other sessions stop, and takes advantage of the newest developments in leadership and management training. It combines our learn-by-doing techniques with special diagnostic tools, self-evaluation, in-class exercises and immediate feedback.

It offers heavy emphasis on the team process. Participants will work in teams and will be challenged to apply what they have and will learn in this session to build the "model" organization. Additionally, videos, role playing and group discussions will be utilized to maintain a fast pace and informationally rich program.

Objectives:

- ❖ Define the role of leaders and others in the team for increased effectiveness.
- ❖ Learn about your leadership and leadership styles through assessment and group work.
- ❖ Develop a team environment along with motivation and communication skills to support your role.
- ❖ Provide and accept constructive feedback.
- ❖ Capitalize on organizational change.
- ❖ Turn conflict into a positive force.
- ❖ Gain the confidence and skill to resolve conflicts to the mutual satisfaction of all parties.
- ❖ Participate in individual and group team-building skills assessments.
- ❖ Develop communication skills to better understand the viewpoints of other team members and new methods to increase your influence.
- ❖ Develop a work-plan to improve the team's performance.
- ❖ Translate what you learn into action.



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Outline:

Effectively Using Communication To Influence and Ensure Cooperation

- Strategies to enhance listening through understanding non-verbal signals.
- Leadership and communication differences that will work for you
- Identifying your personality type and learning to effectively use your positive traits
- Identifying and maximizing the positive traits of your employees
- Taking your lead from your employees
- Creating an action plan to further develop your communication and leadership skills

Understanding Your Supervision Techniques and Successfully Handing off Projects

- Improving performance through empowerment and effective delegation
- Understanding the three values of effective coaches: people, productivity, and profitability
- Managing commitment and “ownership” to get results through collaboration
- Projecting self-confidence without being aggressive
- Creating an action plan to further develop your delegation skills

Conducting an Effective Performance Review with Confidence

- Identifying the goals and benefits of an effective performance management system
- Understanding the benefits of goal-oriented, two-way performance appraisal meetings
- Defining communication behaviors that result in effective, motivating performance appraisal meetings
- Outlining and creating an action plan to further develop your performance review skills
- Understanding a performance management system and its components

Offering Constructive Feedback

- Providing feedback with greater employee commitment
- Adjusting conversations to stay on track and ensure success
- Developing support to practice your approach and enhance your skills
- Developing your feedback skills

Resolving Situations Before Conflict is a Problem

- Resolving 60% of internal conflicts
- Dealing proactively with conflict
- Assessing your individual preferences and approaches in working with conflict
- Learning the five primary methods for reaching successful resolution
- Modifying your approach to negotiate positive outcomes
- Describing situations to others and applying your skills by utilizing all approaches
- Creating an action plan to further develop your feedback skills