

Our core management training program is aimed squarely at supporting new and maturing leaders who benefit greatly from dynamic education in the art and science of management and leadership. We combine dynamic, interactive class room instruction rolled out over a 10 week horizon with individualized situational coaching. Participants learn to:

- Clarify the role they play as manager and leader
- Improve management communications
- Build mature relationships with employees and peers
- Practice coaching skills for improving performance
- Lead and motivate their team

Throughout the program, the *Everything DiSC Management*, a world renowned personal profile assessment, is leveraged to enable the leaders to gain a greater understanding of their personal style and how to maximize their effectiveness based upon their style.

Making the content stick is accomplished first by rolling the program content out over a ten week horizon and secondly by identifying an internal sponsor who will maintain contact with the participant during and after completion of the training program.

Four confidential individual leadership coaching sessions with an experienced leadership coach insure the leader is leveraging their new skills “back in the real world. This one-on-one development opportunity takes place at critical junctures for the new leader during the program as well as a session about 4 months after completion of the program.

## **The Curriculum – 8 Modules focusing on Leadership Style, One-to-One Management Practices and Leading the Team**

- Understanding Personal Styles
- The Role of the Leader
- Management Communication
- Creating an Effective Work Environment
- Coaching Performance
- Performance Counseling & Reviews
- Essential Work Skills
- Delegation and Leading Forward

## Module One: Understanding Personal Styles

- Increase awareness of management preferences
- Learn primary DiSC styles and common behaviors.
- Explore the influence of your management style.
- Learn a method for recognizing others' styles and how to adapt.

## Module Two: The Role of the Leader

- Understand the impacts of our behavior and how we can adapt our behaviors to become more effective.
- Understand the difference between a leader, a supervisor, and a manager.
- Understand the three categories of job skills and how you fall into those categories versus where you'd like to fall.
- Gain a better understanding of key leadership theories and how you can apply those theories as a leader.

## Module Three: Management Communication

- Understanding the importance of all of your communication as a manager.
- Understanding what you can do to increase the likelihood that your communication is effective.
- Building communication skills related to listening and active listening.
- Understanding the impact of different communication methods and being purposeful in selecting the best method for your message.
- Understanding and practicing what you need to consider in drafting/packaging a message.

## Module Four: Creating an Effective Work Environment

- Understanding the importance of the work environment.
- Understanding the Manager's role in affecting the work environment.
- Identify what motivates you as a leader.
- Determine how to motivate employees with different styles.
- Create an action plan for creating a motivating environment.

## Module Five: Coaching Performance

- Understand the role of a coach and the importance of being an effective coach.
- Understand how one's style impacts the way in which you coach them.
- Identify the 5 types of performance needs.
- Understand how to prepare for and deliver a coaching conversation.
- Identify different ways in which a coaching conversation can be sidetracked and how to manage those situations.

## Module Six: Performance Counseling & Reviews

- Learn counseling approaches when coaching isn't successful.

- Explore the objectives and challenges of performance reviews.
- Understand how to make reviews objective.
- Identify steps to effectively crafting & delivering performance reviews.

## **Module Seven: Essential Work Skills**

- Understand the different types of work that you complete in your role.
- Identify how to effectively prioritize work.
- Understand the impact of different types of leadership roles and how their work varies.
- Identify the key elements to conducting an effective meeting.
- Create an action plan on how to conduct more effective meetings.

## **Module Eight: Delegation & Leading Forward**

- Determine the importance of delegation and how to delegate to different styles.
- Determine a plan on how to delegate and manage work effectively.
- Discuss the different types of change that exist in organizations.
- Understand how individuals move through the transition process.
- Discuss resistance to change and how to overcome it.