

Developing Management Proficiency

Training Objectives:

- Provide training, including practice, on management competencies such as dealing with difficult employees, effective feedback, preventing and managing conflict, performance management, communication, listening, delegation – or customize topics for your employees.
- Teambuilding among existing managers.
- Learning and practice for effective people management.

By the end of this training managers will:

- Have assessed their management proficiency and built a plan for further development.
- Have an improved understanding of management competencies and the process for development.
- Be able to deal with employees/staff more effectively.
- Be better able to provide feedback comfortably and effectively.
- Understand how to deal with difficult people, manage conflict or be more proficient at the topics you identify as important.

Sample Agenda – your agenda will be built around your identified topics

Introduction

- Fundamentals of management proficiency and management competencies
- The influence of good management on employee productivity and engagement

Performance management:

- Importance of performance management process
- Value of performance management to employees, supervisors and the organization
- Performance management vs. performance appraisal
- Goal setting for performance improvement

Understanding conflict and dealing with difficult people

- Identifying the causes of conflict; harnessing the benefits of conflict.
- What are the stages of conflict resolution; managing and resolving conflict.
- Understanding roles in conflict resolution; making an effective atmosphere
- Getting to the root cause of conflict; assessing and using different styles.

Dealing with Difficult People

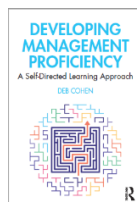
- Preparing for and leading challenging conversations
- Defining next steps and follow-up needed after a challenging conversation
- Conversations across cultures
- How do you modify a message if delivery is not going well?

Feedback – this section will also tie in to the Performance Management discussion from Workshop One

- What does effective feedback include? What are the characteristics of effective feedback?
- How to give effective feedback that leads to positive change.
- Positive feedback versus developmental feedback.
- Feedback and coaching for peers, not just subordinates.

Action Plan

- Putting learning into practice – every seminar ends with a focus on action planning.



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