

Management Skills Training

Module 1: Setting the Stage for Great Management -

In this module, you will learn how to:

- Define customer success
- Establish a sense of direction based on customer and organizational vision
- Adopt a continuous improvement mindset
- Empower people for high performance
- Identify stakeholder needs
- Map the stakeholder environment
- Identify mutual and conflicting expectations
- Establish success criteria for your team

Module 2: Applying a Model for Management Excellence –

In this module, you will learn how to:

- Make the transition from expert to manager
- Manage people with more experience and skill
- Develop a management role model
- Adapt the model to your managerial situation

Module 3: Managing with Emotional Intelligence (EI) –

In this module, you will learn how to:

- Develop three key interpersonal skills
- Work with others by applying integral interpersonal skills
- Respond appropriately in important situations
- Use emotional intelligence (EI) to lead by example

Module 4: Motivating Individuals for Performance –

In this module, you will learn how to:

- Avoid the top demotivators
- Leverage motivators that work for everyone
- Maximize your impact on motivation



- Match motivators to individual expectations
- Identify people's basic needs
- Recognize and respond to generational differences
- Develop and apply a motivational strategy

Module 5: The Art of Delegation -

In this module, you will learn how to:

- Create a spirit of partnership
- Set common goals for your team
- Apply a proven step-by-step process for delegation
- Determine individual strengths
- Build on natural talents
- Collaborate effectively for successful outcomes

Module 6: Achieving Goals Through People –

In this module, you will learn how to:

- Set group norms for yourself and your team
- Establish shared purpose and mutual accountability
- Create an environment conducive to collaboration
- Enhance communication through a three-layer goal clarification model

Module 7: A Proactive Approach to Managing Performance –

In this module, you will learn how to:

- Encourage others to achieve their potential
- Utilize continuous appraisal techniques
- Integrate coaching and appraisal to build performance
- Intervene effectively when performance goes off track
- Reinforce and redirect behaviors with constructive feedback

Module 8: Finding and Applying Your Management Style -

In this module, you will learn how to:

- Craft your personal approach to management
- Create momentum and flexibility in your team
- Take action to implement your personal goals
- Challenge organizational constraints

