

Manager Management Workshop

With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

Workshop Objectives:

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers



For more information or to reserve your spot in this workshop, please contact:

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CLASS CONTENT

Session One: Getting Started

Workshop Objectives

Session Two: Grooming a New Manager

Set Specific Goals

Authority (What They Can and Can't Do)

Create a Shared Vision

The More They Learn, the More

Responsibility They Get

Case Study

Session Three: Coaching and Mentoring (I)

Writing Performance Reviews

Provide Clear and Timely Feedback

Praise in Public, Criticize in Private

Make Sure Your Door is Always Open

Case Study

Session Four: Coaching and Mentoring (II)

Offer Advice, Not the Solution

Create a Supportive Environment

Build Ownership

360 Degree Feedback

Case Study

Session Five: Measuring Performance

Staying Within Their Budget

Setting Measurable Objectives

Skip Level Feedback

Collaborate on Criteria to be Evaluated

Case Study

Session Six: Motivating Managers

Provide the Needed Resources

Bonuses and Incentives

Give Credit for Good Work

Keep Them Challenged

Case Study

Session Seven: Signs of Poor Management

Missed Deadlines

Team Turnover

Losing Customers

Little or No Growth

Case Study

Session Eight: Trust Your Team of Managers

Do Not Micromanage

Promote Open and Honest Communication

Reward Initiative

Trust, But Verify

Case Study

Session Nine: When an Employee Complains About Their Manager

Keep the Information Confidential

Gather Information from Both Sides

Coach or Delegate the Solution

Follow-up with the Manager or Employee

Case Study

Session Ten: When Do You Step In?

Unsafe or Dangerous Events

Legal Ramifications

Severe Financial Costs

Repeated Failures after Coaching Has

Occurred

Case Study

Session Eleven: Remember These Basic Qualities

Express Confidence in Their Abilities

Practice What You Preach

Have an Open Door

Their Success is Your Success

Case Study

Session Twelve: Wrapping Up

Words from the Wise

