

Title: Manager Academy

Required Sequence of Study:

- Improving Communication Skills for Managers
- Managing People Effectively
- Coaching Techniques
- Building Successful Teams for Managers
- Building Motivation and Morale in the Workplace
- Dealing with Conflict for Managers

Improving Communication Skills for Managers

Managers are in the unique position of being able to exercise a wide swath of influence. The level of influence is primarily dependent upon the manager's communication skills. This program will address the communication concerns managers face and explore the skills required to be effective.

Course Objectives:

- Identify methods of communication
- Learn the difference between passive, aggressive and assertive communication
- Practice active listening
- Use positive communication for problem-solving
- Understand the impact of written communication

Building Motivation and Morale in the Workplace

"Motivation and morale" offers participants practical, timely tips that can contribute to employee motivation and increased productivity. Managers and supervisors will learn how communication and personal management styles can contribute to or detract from employee motivation and morale.

Course Objectives:

- Learn ways to minimize workplace negativity
- Understand what motivates people
- Discover how management style can make a difference
- Practice problem-solving skills

Managing People Effectively

Being a manager is no easy task, but this program can help managers and supervisors take the guesswork out of managing employees effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

Course Objectives:

- Learn the pros and cons of being a manager
- Discuss the effects of assumptions on management style
- Identify common management pitfalls
- Determine appropriate use of the disciplinary process
- Participate in a management style inventory

Coaching for Techniques

Learning about coaching and development helps managers and supervisors acknowledge and apply appropriate techniques in their communications with employees. Participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

Course Objectives:

- Identify the value of coaching and development
- Apply basic coaching competencies
- Recognize when to coach

Building Successful Teams for Managers

Managers will learn to identify the characteristics of effective teamwork, influence the work group function and recognize the signs of a team in trouble. This program will help participants form and maintain effective teams, and improve productivity and morale.

Course Objectives:

- Define teamwork
- Identify the qualities and characteristics of an effective team
- Determine your individual work style
- Learn how to modify your work style for team effectiveness

Dealing with Conflict for Managers

In addition to the general information contained in the employee conflict presentation, this program focuses on sources of initial and ongoing conflict, negotiations, conflict analysis, the benefits of conflict, case studies and the anatomy of an argument. It also covers setting the stage, ground rules and procedures for conflict resolution.

Course Objectives:

- Define conflict
- Understand how one's philosophy of conflict influences how it's approached
- Determine your conflict resolution style and examine the optimum style
- Understand sources of conflict
- Learn how to analyze conflict
- Review the steps in addressing conflict
- Apply and practice conflict resolution strategies