

Manager Management

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.



Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module 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
- Module Two: Review Questions

Module Three: Measuring Performance

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Three: Review Questions

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Module Four: Motivating Managers

- Provide the Needed Resources
- Bonuses and Incentives
- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Four: Review Questions

Module Five: Signs of Poor Management

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Five: Review Questions

Module Six: Trust Your Team of Managers

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, but Verify
- Case Study
- Module Six: Review Questions

Module Seven: 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
- Module Seven: Review Questions

Module Eight: 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
- Module Eight: Review Questions

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Module Nine: Coaching and Mentoring (II)

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Building Ownership
- 360 Degree Feedback
- Case Study
- Module Nine: Review Questions

Module Ten: When Do You Step In?

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

Module 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
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations