Training Outline

Management University for Mid-level Managers #3

Tuesday’s: 4/28, 5/26, 6/23, 7/21, and 8/25/15, 1PM-5PM, 20 hours total

Cost: $125 per person    Instructor: Carol Naberhaus

Session One: DiSC Workplace
Participants will complete an individual online assessment and receive a 20 page personalized report.
- Discuss your style, priorities, motivators, and stressors
- Understand how your style reacts to other styles
- Strategies to increase your effectiveness

Building Trust
Building trust in the workplace is vital for a long-lasting, satisfying, rewarding and successful relationship. Leadership training helps leaders practice behaviors that promote and build trusting relationships.

Intrinsic Motivation
It is often said that one person cannot motivate another person. However, leaders and organizations are responsible for creating and maintaining an environment that contributes to motivation and commitment.

Session Two: Bringing Out the Best in People
Learn how to apply the astonishing power of positive reinforcement.
Most managers and supervisors face the same question: “How do I get people to put forth their best effort in their job and in their organization?” Managing employee performance is the single most difficult thing to do when you don’t understand behavior. Employees are the face of your business - every action, every decision, and every change is the result of what employees say and do.

Understanding behavior at an individual level is the key to success. No organization can produce results without human behavior. It is a necessity for managers to know how to create a work environment that brings out the best in people every day.

Participants will:
- Learn about how behaviors are changed or reinforced
- Learn to set clear performance expectations
- Give specific, targeted and timely feedback
- Understand the importance of clear goals
- Learn how to help people reach their potential
- Learn how to correct poor performance and keep people on track

Session Three: Coaching for Improvement & Managing Performance Problems

Coaching for Improvement
Individuals need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization – but leaders must know how to help them do it.

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.
Do you face any of these issues?
- Do leaders avoid poor performance and work habit discussions because they are uncomfortable or incapable of conducting them?
- Are unresolved performance and work habit issues impacting others' morale or productivity?

**Managing Performance Problems**
Just one employee with chronic performance or work habit problems can drag down the performance and morale of an entire work group. It can dominate a leader’s time and lead to frustration and stress if not handled properly.

This course builds leaders’ skills in handling chronic performance or work habit problems, or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders become skilled in discussing and imposing formal consequences while adhering to their organizations' policies and procedures.

Do you face any of these issues?
- Are your leaders ill-prepared to conduct performance problem discussions?
- Do they fail to gather and document the hard performance data they need?
- Can you leaders defuse strong emotions when discussing performance problems?
- Do employees understand why their performance doesn’t meet expectations and what will happen if they don’t improve?

**Session Four: An Introduction to Project Management and Delegation Techniques**
- Use project management tools to plan and monitor progress
- Identify the project team with agreed-upon roles and responsibilities
- Overview of key project management planning concepts
- Get hands-on experience assigning resources to activities
- Allocating team members to task

**Session Five: Leading Effective Meetings**
How do otherwise productive-minded people conduct unproductive meetings that:
- Don’t have a purpose
- Don’t stay on topic
- Don’t have key people present
- Don’t engage those who are
- Don’t reach a decision
- Don’t create results
- Don’t have follow-up actions

Course objectives:
- Analyze the 8 common root causes of bad meetings
- Properly prepare for a focused meeting
- Start the meeting with clarity and purpose
- Manage the meeting
  - Structure
  - Time management
  - Engagement
  - Decision making
  - Actions
- Learn the importance and methods of engagement of the participants
- Learn what information to record

**Credits (CEU’s): None**

**Assessment/evaluation procedure:** Conducted by instructor

**Classroom/Safety procedures:** Posted in classroom

**Instructional Supplies and Textbook:** DiSC assessments, Coaching for Improvement, handouts

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