

# The School For Managers

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## Overview:

This training program highlights the expertise and information required to function effectively as managers in order to build high-performance and profitable organizations. It is a manager's job to understand his or her leadership style, how to motivate, set goals, solve employee performance problems, and get superior results from every team member. It also requires that managers become more aware and responsive to employee needs, motivate and counsel employees by learning to listen, offer feedback that yields results, resolves problems, generates interest and enthusiasm.

A must for managers interested in growing themselves and their departments. This is an opportunity for you to step back and analyze your own management style, implement new skills and techniques. With this intensive training program, each participant will receive a comprehensive manual of charts, tips, and self-diagnostic questionnaires covering all aspects of this program.

## Objectives:

- ❖ Learn essential management skills, communication, and setting effective goals.
- ❖ Learn to make the transition from planning to action.
- ❖ Complete supervisory style surveys to determine what kind of a leader you are. -- Choose and develop a leadership style best suited to your needs and your organizations.
- ❖ Understand the true power of motivation, a structured approach to giving critical feedback and the considerations to for counseling and coaching.
- ❖ Organize yourself, conquer clutter and accomplish tasks/projects that you are putting off.
- ❖ Learn to delegate successfully by knowing when, what, and to whom to delegate.
- ❖ Actively participate in solving real-work related problems and develop a plan of action to implement back at your organization.

## **AESCHWARTZ & ASSOCIATES**

P.O. Box 79228 • Waverley, MA 02479-0228

EMAIL: [aes@aeschwartz.com](mailto:aes@aeschwartz.com)

TEL: 617-926-9111

[www.aeschwartz.com](http://www.aeschwartz.com)

[www.aespeaks.com](http://www.aespeaks.com)

[www.schoolformanagers.com](http://www.schoolformanagers.com)

# Outline:

## **Manager, Leader, Coach**

- What does it mean to be a manager?
- Management responsibilities
- Maximizing employee performance

## **Leadership Characteristics**

- Assessing your management skills
- Comparing, understanding, and choosing the right management style
- Deciding how to manage and influence without presenting every idea as your own
- Delegate. Avoiding the 'do-it-yourself' pitfall

## **Communication and Goal Setting**

- Understanding the power of communication and the dangers of miscommunication
- Listening: Conflict resolution – Constructive Feedback – Defining short and long term goals and objectives

## **Motivating Employees: Making the Most of Their Talents**

- Understanding the impact of your management style on employee motivation
- Responding to the needs of each individual without succumbing to developing different expectations
- Developing marginal/challenging performers into productive contributors

## **Managing and Organizing Yourself**

- Dispelling myths about time and the virtues of planning
- Identifying and eliminating the most common forms of interruptions
- Attacking procrastination and how to eliminate it
- Helping your employees manage their time and workload

## **Delegating and Managing Others**

- Learn when to delegate, to whom and why
- Using delegation as a method of employee growth, development and motivation
- Delegating responsibility unilaterally
- Creating and implementing a delegation plan

## **Problem Solving**

- Getting to the root of the problem – identifying, clarifying and questioning
- Analyzing the various plans of action
- Understanding and evaluating the pros and cons

## **Making and Executing a Decision**

- Removing the emotion
- Implementing the decision quickly and effectively
- Evaluating the results. Tools to determine the effectiveness of the plan