

Supervisors And Managers

Manager Management 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

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

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