

Manger Boot Camp (Online)

AGENDA

APRIL 1, 2020

Module 1 – Performance Management: Goals and Development

After completing this module, participants will be prepared to:

- Explain the importance of good managers to an organization
- Align goals to support organizational strategy as part of the goal-setting process
- Use the SMART model to improve goal writing
- Describe the concept of stretch goals as it relates to goal setting, as well as notion of setting appropriate challenge difficulty
- Determine the difference between gaps in ability (“skill”) and gaps in motivation (“will”)
- Apply the appropriate learning and development tactics to build skills and abilities
- Understand the 70/20/10 rule of employee development
- Create employee development plans

APRIL 8, 2020

Module 2 – Performance Management: Formal and Informal Feedback

After completing this module, participants will be prepared to:

- Leverage the power of feedback to increase motivation and improve morale
- Describe differences between formal feedback processes (performance review) and informal processes (coaching)
- Recognize and overcome personal barriers and fears of delivering feedback
- Plan and deliver effective feedback using the Brag, Worry, Wonder, Bet model and the Situation-Behavior-Impact-Action model
- Avoid some of the common mistakes in delivering feedback

APRIL 15, 2020

Module 3 – Performance Management: Having Rewards and Career Conversations

After completing this module, participants will be prepared to:

- Define motivation and articulate how it impacts performance
- Explain the concepts of “fair” compensation
- Deploy tactics to respond to both the intrinsic and extrinsic motivational needs of employees
- Incorporate techniques to create a motivational climate
- Identify and address specific challenges inherent in workplace motivation
- Provide long-term employee career development support
- Ask thought-provoking questions to start a career conversation with your employees
- Incorporate three supporting frameworks to enhance the career conversation
 - Define the “Career Best” concept and how it relates to career development conversations
 - Explain the reality of “Career Paths” in today’s workplace
 - Define the concept of “Personal Branding” and how it can support or undermine career aspirations

APRIL 22, 2020

Module 4 - Leading Productive People

After completing this module, participants will be prepared to:

- Apply basic principles of productivity management
- Discuss real-life challenges of managing individual and team productivity
- Focus on “problem management” as key to managing productivity
- Utilize strategies to “get out of the middle” of every problem

APRIL 29, 2020

Module 5 - Empowering Employee Independence

After completing this module, participants will be prepared to:

- Create an empowering work environment
- Identify steps for successful delegation
- Recognize the importance of work climate and trust when delegating tasks
- Identify and adopt manager characteristics that increase the success of delegation

MAY 6, 2020

Module 6 - Productivity/Process Management

After completing this module, participants will be prepared to:

- Proactively utilize the key aspects of managing a process
- Create “a process to manage processes”
- Use process maps to identify process design flaws and process interference factors

MAY 13, 2020

Module 7 - Managerial Communications: The Importance of Relationships

After completing this module, participants will be prepared to:

- Articulate the basics of emotional intelligence and its importance in building productive relationships in the workplace
- Align goals, clear work processes, and workplace relationships
- Explain the economic value created by good workplace relationships
- Leverage respect, trust, and fairness as key enablers to productive conversations between managers and their staff
- Select and consistently display managerial behaviors that create relationships based on respect, trust, and fairness

MAY 20, 2020

Module 8 - Managerial Communications: Emotional Intelligence

After completing this module, participants will be prepared to:

- Use their own self-awareness to improve their communication with the team, resulting in better alignment and performance
- Name personal styles and motivations that influence communications and name the positive and negative impacts of those styles and motivations
- Distinguish specifically between one’s own constructive and defensive motivations and how these motivations influence communications
- Use the Ladder of Inference as a tool to improve communications
- Identify goals for increasing the quality of your communications based on your self-awareness

MAY 27, 2020

Module 9 - Managerial Communications: Situational Leadership

After completing this module, participants will be prepared to:

- Explain how adjusting to the situation can lead to better communication on the team and result in better alignment and performance

- Name the six situational management styles and recognize when are the appropriate opportunities to use them
- Acknowledge which of these situational management styles is a developmental opportunity
- Analyze the considerations for adjusting communications to different audiences
- Identify goals for increasing the quality of communications based on adjusting communications style

JUNE 3, 2020

Module 10- Managerial Communications: Coaching

After completing this module, participants will be prepared to:

- Understand the role of a manager as coach
- Recognize the myriad opportunities in which a manager must coach employees
- Use delegation as a coaching opportunity
- Execute a coaching moment guided by some simple coaching principles and best practices

JUNE 10, 2020

Module 11 - Managerial Communications: Managing Conflict

After completing this module, participants will be prepared to:

- Understand the importance of conflict management as a manager skill set
- Recognize personal conflict tendencies and understand how these tendencies help and hinder the ability to manage conflict
- Assess and manage to the personal conflict tendencies of others
- Manage conflict guided by conflict management principles
- Manage conflict guided by conflict management process steps

JUNE 17, 2020

Module 12 - Change Management: The Manager's Role in Change

After completing this module, participants will be prepared to:

- Maintain team productivity in the mist of organizational change efforts by utilizing the five key accountabilities of a frontline manager
- Name and respond to three common responses people will have to change
- Apply effective tactics when managing other's response to change

JUNE 24, 2020

Module 13 - Change Management: Key Communications during Change

After completing this module, participants will be prepared to:

- Create a change management "elevator speech" to use in all team and partner communication efforts
- Effectively solicit and respond to common forms of resistance to change
- Adapt each of the six conversations during periods of significant change
- Conduct "stay" conversations