



Managing Managers

This two-day course is designed for those in leadership positions managing professionals and other managers. Participants will learn the importance of their role in creating a high performing culture built on communication and delegation. Participants in this course learn about coaching, personal behaviors, motivation, conflict resolution, teamwork and Situational Leadership®.

Day 1

Building the Foundation: Overview, Objectives, Introductions	8:00 — 8:40
Managerial Questionnaire	8:40 — 9:00
Power	9:00 — 9:10
Discussion: "Isn't It a Shame?"	9:10 — 9:20
Break	9:20 — 9:35
Motivation	9:35 — 9:45
Observations on Leadership	9:45 — 10:00
Motivational Models	10:00 — 10:10
What Happens When Needs Aren't Met: Exercise	10:10 — 10:30
Break	10:30 — 10:40
"Win As Much As You Can" Exercise	10:40 — 11:00
Building the Foundation	11:00 — 11:20
Exercise	11:20 — 10:40
Summary and Action Steps	11:45 — 12:00
Lunch	12:00 — 1:00
Communication & Conflict Mgmt: Overview and Objectives	1:00 — 1:05
What is Communication	1:05 — 1:15
Visual, Vocal, Verbal	1:15 — 1:30
Communication At Work	1:30 — 1:50
Active Listening: Styles Questionnaire	1:50 — 2:15
Levels of Response	2:15 — 2:30
Break	2:30 — 2:45
Working Together: Divergence— Convergence	2:45 — 3:00
Conflict Exercise: Snowbound	3:00 — 3:20
Management of Differences Inventory (M.O.D.I.)	3:20 — 3:45
Conflict: Case Studies	3:45 — 4:15
Summary and Action Steps	4:15 — 4:30



Day 2

Creating Purpose and Direction: Review of Day One...Overview Day Two	8:00 - 8:15
Performance Coaching	8:15 - 8:30
Management 2000 Survey	8:30 - 8:45
Individual Change	8:40 - 8:50
Resistance to Change	8:50 - 9:20
Purpose and Meaning	9:20 - 9:30
Break	9:30 - 9:45
High Performing Organizations	9:45 - 10:30
Influencing Performance	10:30 - 10:40
Giving Feedback and Straight Talk	10:40 - 10:55
Managing Emotions: Empathetic Statements	10:55 - 11:00
Exercise	11:00 - 11:15
Coaching Skills Inventory	11:15 - 11:45
Summary and Action Items	11:45 - 12:00

Lunch	12:00 — 1:00
Working Effectively with Others: Overview and Objectives	1:00 — 1:05
Discretionary Effort	1:05 — 1:15
Quotes and Comments	1:15 — 1:30
Where Do We Go Wrong	1:30 — 1:50
Group Discussion	1:50 — 2:15
Break	2:15 — 2:30
Understanding Personal Styles	2:30 — 2:50
Exercise: Understanding Strengths and Weaknesses	2:50 — 3:15
Break	3:15 — 3:25
Situational Leadership®	3:25 — 3:45
Practice: Situation Response	3:45 — 4:10
Summary and Action Notes	4:10 — 4:15
Overview: Action Planner	4:15 — 4:30