Management Series

This Management Webinar Series consists of four 2-hour live interactive webinar modules:

Module 1: Transitioning to Manager
Module 2: Communicating as a Manager
Module 3: Delegating, Goal Setting and Engagement
Module 4: Giving Balanced Feedback and Having Difficult Conversations

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EFFECTIVE Training

A management training program is an important investment in your people.

Relevant and consistent employee training and development is the best investment you can make in the managers who lead your organization. These are the people who execute your organization's strategies and assist in its long-term success. Well-trained managers enhance productivity, improve retention of talented employees, and build the overall morale of everyone on their teams, resulting in an environment where both the business and its employees thrive. Effective Training Associates (ETA) has been helping individuals develop their management skills for over 35 years, and we would like to help your organization, as well.

The following four modules details ETA's Management Webinar Series that prepare people for the skills on how management and leadership practices work together to be a highly effective manager.

Module 1: Transitioning to Manager

Length: Two hours

Overview
The transition from individual contributor to manager can be the most challenging shift of a career. Whether you've made this transition recently or have been a manager for a while, the role of manager requires an understanding of the role and challenges of a being a working manager including knowing how to lead by your values and align remote teams.

Four Key Topics

1. Role of a Manager
   - The challenges of being promoted to a people manager
   - The shift in mindset transitioning from individual contributor to manager
   - Traits of a great manager

2. The Balancing Act
   - Challenges in being a working manager
   - Balancing manager and individual contributor responsibilities
   - Analyzing your use of time to reach a balance
   - The dos and don'ts of effective transition

3. Managing Through Values
   - Why values are important as a manager
   - Defining your personal leadership values
   - Demonstrating your values through observable behavior

4. Managing Virtual Teams: Working Together Apart
   - Identifying the biggest challenges aligning virtual teams
   - Applying best practices for leading a productive virtual team

Module 2: Communicating as a Manager

Length: Two hours

Overview

Managing people demands a deep appreciation of different individual working styles and having the flexibility to deal with those differences effectively. Listening non-judgmentally and communicating transparently are keys to be a successful manager.

Two Key Topics

1. Knowing Your Working Style
   - Understanding why individual working styles are important to teams
   - Defining what a working style is and what it is not
   - Identifying the working style that best describes you
   - Recognizing all four working styles' strengths and blind spots
   - Demonstrating flexibility to get the best results

2. Communicating Effectively
   - Recognizing communication stoppers
   - Communicating starts with listening non-judgmentally
   - Balancing inquiry and advocacy
   - Seeking to understand others' perspective and rationale
   - Asking open and close-ended questions
   - Articulating your viewpoint and rationale

Module 3: Delegating, Goal Setting and Engagement

Length: Two hours

Overview

Whether you are a new or experienced manager, delegation is a critical management skill and is often challenging. This webinar provides a proven five-step delegation process which helps align company goals to department, project, and individual goals, using the SMART model. This module also looks at employee motivation and provides ways to increase engagement at a deeper level.

Three Key Topics

1. Delegating for Results
   - Recognizing the challenges to delegation
   - Identifying and using a five-step delegation process
   - Assessing the employee's ability and motivation
   - Applying the Freedom to Act model

2. Setting Clear Goals and Expectations
   - Communicating company goals
   - Aligning department, project and individual goals and expectations
   - Creating SMART goals to set clear performance expectations
   - Getting commitment, not just compliance

3. Engaging and Motivating Employees
   - Pinpointing the top five reasons why employees stay or leave
   - Analyzing the engagement level of you and your team
   - Identifying ways to engage and motivate employees to increase productivity

Module 4: Giving Balanced Feedback and Having Difficult Conversations

Length: Two hours

Overview
Whether you are a new or experienced manager, giving balanced feedback and having difficult conversations can be challenging. This webinar will provide you with two proven models to enhance employee performance. First, a proven model to deliver effective positive and constructive feedback and second, a model to help handle difficult conversations and employee reactions.

Two Key Topics
1. Giving Balanced Feedback
   - Identifying the three types of feedback and their impact on employees
   - Describing the best practices for giving effective feedback
   - Applying the SBI+C feedback model for providing balanced feedback
   - Delivering balanced feedback to a partner

2. Having Difficult Conversations
   - Connecting the dots from previous conversations
   - Assessing pros and cons of examples modeling difficult conversations
   - Dealing with employee reactions to feedback
   - Analyzing difficult conversation scenarios