

1. Learning to Manage: Techniques and Tools for the New Manager

Learning to Manage walks participants through the process of successful management by introducing the tools and techniques for effectively handling five target areas – people, projects, performance, problems, and personal development.

Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and most of all, develop your employees – laying the foundation for productivity and organizational success.

Learning Outcomes:

- Understand how to make the transition into management and void the common pitfalls that derail new managers.
- Discover how to communicate effectively within your organization.
- Explore ways to effectively delegate work and encourage employee development.
- Identify how to manage task-related and interpersonal crises.
- Develop self-awareness and determine the support you need to successfully manage employees.

2. Onboarding: How to Successfully Integrate New Employees

*Onboarding* helps managers show their new hires how to build a foundation for success from the get-go. At its core is the Onboarding Model with four overlapping elements -- Resources, Rules, Relationships, and Roles. Using these elements as a cornerstone in the onboarding process, managers learn how to become an active participant in helping new hires not only accelerate their involvement, but establish a groundwork for continual progression.

Learning Outcomes:

- Explain the purpose of onboarding and the benefits it provides to new employees
- Describe four key onboarding elements and how they support the onboarding process
- Describe actions you can take to successfully integrate new employees within the context of the four key elements
- Prepare information relating to the four onboarding elements to use and share with new employees during the onboarding process

3. Behavioral Interviews: An Evidence-Based Approach to Hiring the Right Candidate

Behavioral Interviews bases its teachings on the basic premise that past performance is the best indicator of future performance. It leads participants through a structured interview process from reviewing resumes to conducting interviews to evaluating candidates. The program discloses practical, valuable tips

and techniques for uncovering the most pertinent information necessary to make the best possible hiring decision. Real-life practice exercises, activities, and role-play scenarios provide participants with the opportunity to apply their knowledge in their own place of work.

Learning Outcomes:

- Identify competencies for which to screen.
- Write behavior-based questions.
- Conduct an interview effectively.
- Evaluate candidates' responses objectively.
- Start new employees off on the right foot.

4. Performance Management

An organization's success is determined in large part by the productivity of its people. The human component of an organization is often the key driver to successfully execute its business strategies and establish a sustainable competitive advantage. Performance management and development systems chosen and implemented by organizations play a significant role in aligning organizational priorities to its people's performance and leveraging its talents to meet and exceed its bottom-line. *Performance Management* explores elements of an effective performance management systems, development employee goals, and provide tips for offering ongoing feedback to create positive guidance and improvement.

Learning Outcomes:

- Understand the elements of an effective performance management system.
- Help employees create individualized performance goals.
- Provide clear direction so that employees know what is expected of them.
- Offer ongoing feedback for positive guidance and improvement.
- Develop credible measurements that impact results and have meaning for employees and the organization.
- Learn to follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means.

5. Employee Engagement: The Supervisor's Guide to Gaining and Sustaining Commitment

Employee Engagement can help produce more satisfied employees. This training course introduces leaders and managers to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. The program is organized into four distinct categories or strategies for employee engagement with self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

Learning Outcomes

- Recognize the importance of knowing every worker as a unique individual.

- Identify each employee's strengths and how to leverage them in the workplace.
- Create a career path and meaningful work for each employee.
- Foster an environment where workers are able to share feelings.
- Show appreciation and recognition in a way that is meaningful to each employee.

6. Coaching Conversations

This training will help establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

Learning Outcomes

- Identify the four steps of a coaching session and how they are applied in various contexts.
- Recognize the correct application of inquiry and advocacy in a coaching session.
- Apply basic coaching techniques different teams and situations.