ACE the Management Essentials: Attitude, Communication, Execution (Three-part Series)

Research indicates that one-third of those who get promoted into management positions fail because they don’t engage their staff, communicate effectively, or keep their cool in tough situations. Help your managers gain the professional skills and tools needed to lead, motivate, and develop their staff. This series of workshops is designed to improve overall managerial effectiveness, and, subsequently enhance the performance of direct reports and others with whom managers interact regularly. The program covers core competencies for managers and strengths-based strategies for developing leadership and staff.

COURSE OUTLINE

Attitude: The Managerial Mind-Set (Session One)
I. Management Roles and Responsibilities
   • What makes a good manager or supervisor?
   • Manager, Know Thyself
   • Rebrand: Capitalize on your management style
II. Convey Confidence: Find your managerial voice
III. Cultivate Influence and Develop Relationships
   • Nail employee engagement
   • Motivation and empowerment: Intrinsic and extrinsic factors
   • Emotional Intelligence: Why it matters and how to boost your EQ
   • Interpersonal savvy: Become a “people-person”
IV. Lead by Example: Build a positive work culture
V. Sidestep Common Derailers

Communication: Skills That Matter (Session Two)
I. Communication Styles and Preferences
   • Self-assessment
   • Adapting your style
II. Influential Communication
   • Speak with impact
   • Write effectively
   • Active listening
   • Watch what you say where: Task-technology fit
III. Conflict Resolution
   • Seeing the opportunity
   • Finding common ground
IV. Cultural Competence and Respect
   • Appreciate differences and alternative viewpoints
   • Communicate respect
   • Cultivate a culture of equity and fairness
Execution: Getting the Work Done Through Others (Session Three)

I. Think Strategically; Act Decisively
II. Manage Priorities; Master Delegation
III. Measure Performance: Results are key
IV. Hold Others Accountable: Set & communicate expectations
V. Continuous Learning
   • Maintaining Momentum: Course review and next steps
   • WLAP Support: Manager consult feature

About CCA’s Learning Programs
CCA offers learning programs that improve productivity and workplace dynamics. Concrete and practical, each workshop enables participants to acquire new skills and knowledge that will enhance performance. Workshops include active learning components such as group exercises, role-play, open discussion, and other interactive formats that will enable participants to transfer new skills in their managerial roles.

Evidence-Based Learning Concepts
CCA’s workshops incorporate best practice adult learning principles, professional research, and our 29 years experience and expertise in helping client organizations develop their people. Our workshops are developed and led by a team of masters-level social workers, industrial and organizational psychologists, experts in applied psychology, and experienced learning and development professionals.

Logistics
Each session of ACE the Management Essentials runs approximately three hours. Workshops have been customized to reflect the nonprofit culture and include “real world” situations that will resonate with your managers. Workshops are delivered at CCA.