

Management and Supervisory Essentials

Series Description: The retirement of long-time managers and supervisors has thrust new employees into important supervisory and management positions, often with little advance preparation or no role model to guide their professional development.

This 4-part training series (or 2-day workshop) will make your transition to management smooth and successful. This class is practical, and you can immediately use what you learn. You'll be able to build a high-performing team and motivate staff to accomplish important organizational goals. You'll gain vital skills in giving feedback, delegating without micro-managing, manage change, and resolve conflicts. You'll learn skills in leading meetings, critical thinking and problem-solving, time management, and communication. And finally, you'll understand the key skills of leadership so that you'll get yourself ready for the next step in your career.

- **Format:** Sessions are interactive and include presentations, Q&A, discussions, small group breakouts, polling questions, and occasional pre-work (such as reading an article, article, reflecting on questions, or watching a video).
- **Who Should Attend:** Many people who become managers learn their supervisory skills on the job. Whether you're in the field or the office, the skills needed to motivate employees for high performance are the same. If you want to learn these skills, or just brush up, these sessions are for you.
- **Course Level:** No supervisory skills are required. If you are already a manager, you will learn state of the art management skills.
- **About the Instructor:** With 28 years as a CEO, Barry Moline has learned much about successful management and leadership. He is an award-winning author, who is constantly tracking trends and new ideas. Barry wrote an award-winning book, [*Connect! How to Quickly Collaborate for Success in Business and Life*](#), where he divulges the secrets to developing great company culture and engaging teams. He speaks regularly on Leadership and Building a Culture of Teamwork.

Barry's goal is not just to provide a feel-good experience, but to give individuals the tools to create high-performing organizations. As a trade association CEO, he has direct experience in bringing people together, as well as collaborating with stakeholders on a variety of projects where individuals enter a conversation with strong opposing positions. Barry has practiced and studied leadership, teamwork, culture, and collaboration, and is a recognized national leader in his field. In his engaging presentations, he shares lessons learned from many years as a CEO, and also from his time as a developing leader.

1. **Part 1: A Manager's Role in Culture and Building High-Performing Teams** – The first step in management is to bring people together, identify personal and organizational goals, and motivate staff toward high achievement. Teamwork is intentional and leads to a high-performance organization.
 - a. Culture, relationships, and being curious/listening
 - b. Building high-performance teams
 - c. Goal setting and helping people to accomplish those goals
 - d. Establishing your purpose and sharing regularly with staff

2. **Part 2: A Manager's Role in Leading People** – One of the most important skills managers need is the ability to quickly get along with others. This allows managers to easily delegate without micro-managing. Having positive relationships helps you deal with most difficult people and situations.
 - a. Performance management, setting expectations up front, giving feedback, open door policies, support, regular check-ins, and motivation
 - b. Being engaged without micro-managing (managing your boss vs. managing yourself)
 - c. Managing change (informing people, continuous communication)
 - d. Managing former co-workers
 - e. Delegating for successful outcomes (transitioning to a teacher)
 - f. Conflict management (understanding the facts, slowing down, collecting info)
 - g. Dealing with difficult people (facts, corrective behavior, establishing a process, getting buy-in, monitoring, the importance of regular feedback, and evaluation)

3. **Part 3: A Manager's Personal Job Skills** – Managers are called on to think clearly about situations that impact many people and have numerous options. This session focuses on working through the ways managers bring people together to generate ideas, gather information, define options, and achieve results. We also cover the keys to communicating effectively, both in writing and presenting. Finally, effective managers have positive attitudes, and we discuss actions you can take to think positively.
 - a. Leading effective meetings (best practices, having an agenda, role/responsibility prep, time allotments for agenda items, seeking balance and inclusion on participant input, getting agreement on the agenda)
 - b. Critical thinking (thinking fast and slow and the benefits of both; the process of critical thinking; and effective brainstorming with staff)
 - c. Problem-solving (flash feedback exercise; take time to focus on the pros and then the cons) and groupthink (reluctance to speak up against the boss; boss must address this and is responsible for asking “what could go wrong?”)
 - d. Time management (techniques, managing distractions, understanding what's important and setting aside time for accomplishing big things)
 - e. Dealing with your own boss (understanding what your boss wants from you and how to work with your boss, assertive communication and establishing expectations)
 - f. Communication (verbal/written/presentations) - focus on facts, supporting elements, conclusion
 - g. Continuous learning (growth mindset)
 - h. The importance of a positive attitude (lift others up)

4. **Part 4: Shifting toward Leadership (personal development)** – Managers grow over time into leaders. In this session we cover how leaders think, behave and act daily. We cover how leaders think strategically, and how the best leaders go the extra mile to achieve major accomplishments.
 - a. Confidence and imposter syndrome (dive in, be willing to say, “I don't know, and I'll find out”)
 - b. Leadership presence: value of manners, minimize sarcasm, and vocabulary (positive, inclusive)
 - c. Ethics (rules, policies, and generally dealing with people/impacts on people)
 - d. Strategic and innovative thinking (engagement, personal/professional development, reaching out/giving back, best practices)
 - e. Going the extra mile - there's no traffic (above and beyond/reach further)