

American Management Association's Successfully Managing People

The Experience of Being a Manager in Today's Organization

- Recognize How Economic and Social Trends Have Changed the Manager's Role
- Define "Successfully Managing People"
- Discuss and Illustrate Specific Challenges You Face When Motivating Others in Today's Organizations

Values, Organizational Culture, and Ethical Leadership

- Define "Values" and Recognize Their Source
- Identify Ways in Which Values Impact Work Life and Productivity
- Identify the Values Conflicts in Yourself, in Others, and in the Organization
- Recognize How Values Inform an Organization's Culture
- Define "Ethics," and Recognize the Manager's Role in Setting Ethical Standards for Employees

Personal Styles: DiSC®

- Determine Your Own Personal Profile (*DiSC® Profile*)
- Gain Insight in to the Strengths and Limitations of Your DiSC® Profile
- Use Behavioral Cues to Determine Others' Personal Styles
- Gain Insight into How to More Effectively Work with Other Personal Styles

Motivating Those You Manage

- Define Motivation and Identify the Important Factors in Motivation and Employee Engagement
- Understand Pre-motivators, De-motivators, and Motivators
- Differentiate Between Motivation and Engagement
- Tailor Your Motivational Efforts to Individual Employees and Situations
- Employ Motivational Strategies to Delegate for Engagement

Delegation

- Identify the Different Delegation Styles and Recognize How and When to Use the Guidelines
- Evaluate Employees and Situations, and Determine the Appropriate Delegation Style
- Appreciate the Importance of Openness to Trying New Delegation Styles with Employees, as Appropriate

Communication Skills for Managers

- Use Positive Feedback to Improve Employee Commitment and Strengthen the Team
- Effectively Deliver Corrective Feedback
- Deal with Difficult Employees

Emotional Intelligence

- Define Emotional Intelligence
- Describe the Competencies of Emotional Intelligence
- Develop a Strategy for Improving Your Emotional Intelligence
- Manage and Adapt the Emotional Behaviors You Exhibit That Impact Your Leadership and the Team Environment
- Integrate Empathy to Promote Strong Relationships