

American Management Association's Management Skills for Experienced Managers

Learning Objectives

- Define Your Managerial Role as a Learning Leader
- Apply Strategies and Tools to Create a High-Performance Team
- Apply Coaching Methodologies
- Motivate People by Using the Intrinsic Motivation Approach
- Assist Your Team Members in Their Professional and Personal Development
- Navigate Your Team Through Conflicts

The Manager as a Learning Leader: The Manager's Style

- Determine Your Role as a Learning Leader
- Identify the Primary Behavioral Characteristics of Each Style
- Determine How Your Behavioral Style Influences Actions of Others
- Plan Actions to Improve Personal and Group Effectiveness Using a Range of Behavioral Styles

Creating a High-Performance Team

- Determine the Difference Between a Team and a Group
- Apply Tools to Create High-Performance Teams
- Develop and Use Agreements to Improve a Team's Health
- Delegate Responsibilities Among Team Members

The Manager as a Developer of People

- Explain the Connection Between a Learning Organization and the Development of Its Members
- Create a Team Environment That Encourages Learning and Development
- Apply Tools to Develop Your Team Members
- Redefine the Role of the Manager as a Learning Partner
- Contrast Transactional and Transformational Coaching
- Assess Your Own Current Coaching Competencies
- Apply Coaching Processes and Behaviors

Motivating Your Team

- Apply Traditional Team-Based Strategies to Motivate Your Team
- Apply an Intrinsic Approach to Motivating a Team
- Address Generational Differences

Managing Conflict

- Assess Your Personal Preference for Dealing with Conflict
- Identify Five Primary Modes for Managing Conflict
- Apply the Most Effective Approach Based on the Conflict Situation
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Putting It All Together

- Apply Seminar Topics in an Integrated Way
- Apply Seminar Topics to Address Real-Life Team Situations
- Navigate Team Dynamics