



For Managers Only

DO YOUR MANAGERS...

- Clearly understand their Role as Managers -v- Doers ?
- Know how to Plan for their Team
- Hire Good People & Coach their Staff?
- Set Standards?
- Provide Leadership & Motivation?

Many companies spend large sums to train their individual contributors, but spend little on training their managers.

Thus, this program is dedicated to all the Managers in the world who were promoted or appointed with minimal direction on this vital job.

The program, as per its title, focuses on building the core skills, tools and processes needed by a Manager, and, with its modular construction, provides a complete Development Program over time. Optionally it can be used to implement our Performance Management System, "**Perform**".

In particular, it shows participants how to apply process management to attain over goal results from their teams.

The 3 Major Components of the Program are:

- Our Assessment Tools;
- A set of Workshop Modules that can be customized;
- A set of Tools and Processes, including our electronic "**Perform**" System.

Assessment

Our Assessment Tools include:

- The Quick Effectiveness Survey
- A Manager's Feedback Evaluation from the Individual Contributors

Workshop Modules

These are normally divided into "**The Basics**" Session 1 and 2, and focused People Skills.

"The Basics" – 3 days

- Managing versus Doing
- Process versus Results Management
- Focus on YOUR Controllables
- YOUR Strategy and Plan
- Activity Management
- People Management
- Positioning YOUR Company
- Leadership and Management Skills

Within the Activity Management Module, managers rehearse vital quality control steps such as Key Reviews. The Strategy & Plan Module calls for managers to develop and present their own Business Unit Strategy & Plan

Complete Development Program

After these basic workshops are taken, a series of follow on workshops are available; eg:

- Focused People Management Skills:
Recruit, Coach & FastPraise

- Performance Management

Perform can provide a complete Performance Management System for a Company, and is implemented by the above Modules. The actual Performance Management Tools are customized in MS Excel so that they provide for easy manipulation.

Workshop Audience:

Experienced or New Managers (Max 20 participants)

Our associates can provide consulting services to assist you in modifying or adding to the standard programs, workshops and role plays to make them truly reflective of your company's environment.

TYPICAL COMMENTS FROM EXECUTIVE SPONSORS AND PARTICIPANTS INCLUDE:

"Why didn't someone give me this before?"

"Excellent program of great value."

"The most practical and pragmatic approach to significantly improve effectiveness & results"

"The Country level management experience of the consultants was vital."

"Never seen such an approach before."



For Managers Only

For Managers Only - General Management (Day 1)

8:30am	0: Agenda Review & Introductions	<u>Tools</u>
	1: The Basics Managing -v- Doing	
	2: The Basics Process -v- Results Management	
	3: The Basics Focus on YOUR Key Controllables =>Review PSC Tool	[PSC]
	4: Leadership through YOUR Strategy & Plan Quick Review of Need to Plan unless specific Plans prepared	
	5: Activity Management	
	Quantity Management	
	- Raw Activity	
	- Directed Activity	
	Quality Management	
	- Management Reviews	
	- Activity/Time Management	[PSC]
	- Management Tools and Processes	
5:00pm	Overnight Exercises - Review the PSC	

For Managers Only - General Management (Day 2)

8:30am	0: Agenda Review & Introductions	<u>Tools</u>
	6: People Management	
	Your Vital Resource	
	Sourcing, Hiring & Interviewing	
	Job Specifications	[PSC]
	Starting Right?	[PSC]
	Job Descriptions & Performance Evaluations	[PSC]
	Training and Coaching	[PSC]
	Criticism and Praise	
	Discipline & Probation	
	Motivation and Compensation	
	7: YOUR Company	
	- Knowledge of YOUR Company	
	- Differentiation	
	- Presentations: "Who is YOUR Company?"	

For Managers Only - General Management (Day 3)

8:30am	8: Leadership & Management	What Leaders are made of?
	Management Skills	
	Communication Skills	
	The "Buy In"	
	Standards	
	Team Building	
	Decision Making	
	Leadership Skills	
	- The Fundamentals of Leadership	
	- Power and Charisma	
	- Creativity & Motivation	
	- Execution & Punishment	
	- Values	
	- Leadership and Success	
	9: Managing Forwards for Success	
3:00pm	Wrap Up	



For Managers Only

FMO PEOPLE SKILLS WORKSHOPS

For Managers Only – Coach (Day 1)

8:30am	0: Agenda Review & Introductions	<u>Tools</u>
	1: Introduction to, and why Coach	
	2. Sample Role Plays	
	3. Performance Factors and Results	
	4. Performance Improvement	[PSC]
	- Diagnosing Performance Problems	
	- Spotting Performance Problems	
	- The Coaching Process	
	5. Coaching an Average Performer	
	- Tutorial	
	- Sample Role Play by Facilitator	
	- Role Plays by Participants using “live” People	
	6. Coaching a Top Performer	
	- Tutorial	
	- Sample Role Play by Facilitator	
	- Role Plays by Participants using “live” People	

For Managers Only – Coach (Day 2)

8:30 am	7. Opportunities for Coaching
	8. Coaching an Unsatisfactory Performer
	- Tutorial
	- Sample Role Play by Facilitator
	- Role Plays by Participants using “live” People
	- Extreme Action - The Firing
Noon	Wrap Up



For Managers Only

FMO PEOPLE SKILLS WORKSHOP

For Managers Only – FastPraise (Day 1)

8:30am	0: Agenda Review & Introductions	Tools
	1: People - Your Key Resource	
	2. Building Performance Appraisals	[PSC]
	- Process Management	
	- Focus on Key Controllables	
	- Major Performance Factors	
	- Minor Performance Factors	
	- Developing a Performance Appraisal for your Staff	[PSC]
	3. Implementation of the Performance Agreement with “Buy In” from your Staff	
	- Role Play by Facilitator: “The Wrong Way”	
	- Guidelines: “The Right Way”	
	- Role Play by Facilitator: “The Wrong Way”	
	- Conclusion	
	- Role Plays by Participants using “live” Employees	[PSC]

For Managers Only – FastPraise (Day 2)

8:30 am	4. Performance Appraisal Meetings	
	- When. How often etc	
	- The Formal Review: Objectives + The Mechanics	
	- Role Play by Facilitator: “The Wrong Way”	
	- Guidelines: “The Right Way”	
	- Role Plays by Participants using “live” Employees	[PSC]
	5. Specific Types of Appraisals	
	- The Top Performer	
	- The Unsatisfactory Performer	
Noon	Wrap Up	



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FMO PEOPLE SKILLS WORKSHOP

For Managers Only – Recruit (Day 1)

8:30am	0: Agenda Review & Introductions	<u>Tools</u>
	1: People - Your Key Critical Resource Business Results from Good/Bad People Factors affecting Success	
	2. Establishing the Need Job Specifications Critical Success Factors Group Workshop	[PSC]
	3. Sources of Candidates Internal -v- External Best Sources Use of Recruiters YOUR Pipeline of Candidates	
	4. Resume Evaluations Sample Resume Evaluation Group Workshop Evaluation & Discussion	
	5. The Interview(s) How to set up and handle Role Play by Instructor Individual Role Plays around Case Study Selection Criteria	[PSC]
	6. The Hiring Selling YOUR Company + YOU The Offer Multiple Interviews	
	7. The 1st Few Days Job Evaluation & Performance Criteria	[PSC]
	8. Wrap Up	