

The Management Development Process™

| Key Competencies | Includes |
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| <p>Kick-off (<i>1 hour</i>)</p> <ul style="list-style-type: none"> • Set training expectations • Introduce Management Development Competency Assessment™ | <ul style="list-style-type: none"> • Management Development Competency Assessment™ |
| <p>Management Development Competency Assessment™ (<i>20 minutes</i>)</p> <ul style="list-style-type: none"> • Complete online assessment prior to first class | |
| <p>Management Foundations (<i>Four 3-hour meetings</i>)</p> <ul style="list-style-type: none"> • Personal accountability • Managing work expectations • Facilitation and presentation skills • Personal work style • Legal Issues: privacy, confidentiality <p style="text-align: center;">Teach as you Learn</p> <ul style="list-style-type: none"> • Take direct reports through Expectations Profile™ • Initiate open discussion about expectations | <ul style="list-style-type: none"> • Individual Workbook • Personal Profile System® • Managing Work Expectations Profile® |
| <p>Interpersonal Skills (<i>Four 3-hour meetings</i>)</p> <ul style="list-style-type: none"> • Building trust • Coaching skills • Managing change • Listening and feedback • Mentoring • Personal change <p style="text-align: center;">Teach as you Learn</p> <ul style="list-style-type: none"> • Take direct reports through DiSC™ profile • Apply coaching and counseling skills • Use Mentoring Action Planner™ | <ul style="list-style-type: none"> • Individual Workbook • Personal Listening Profile® |

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| <p>Performance Management <i>(Four 3-hour meetings)</i></p> <ul style="list-style-type: none"> • Performing under pressure • Set performance goals • Diagnose performance problems • Conduct review meetings • Motivation • Legal issues: ADA, FMLA, EOE <p style="text-align: center;"><i>Teach as you Learn</i></p> <ul style="list-style-type: none"> • Take all direct reports through the Coping and Stress profile™ • Use Mentoring Guide™ to identify performance gaps • Use coaching and counseling skills | <ul style="list-style-type: none"> • Individual Workbook • Coping & Stress Profile® |
| <p>Building High-Performance Teams <i>(Four 3-hour meetings)</i></p> <ul style="list-style-type: none"> • Identify team styles using the team innovation process • Understanding, accepting and dealing with differences • Empathy • Dealing with conflict • Legal Issues: harassment & retaliation prevention <p style="text-align: center;"><i>Teach as you Learn</i></p> <ul style="list-style-type: none"> • Use workbooks to increase knowledge, understanding, acceptance and behavioral skills • Use Team Dimensions Profile™ with direct reports • Implement team innovation process | <ul style="list-style-type: none"> • Individual Workbook • Team Dimensions Profile® |
| <p>Leadership <i>(Four 3-hour meetings)</i></p> <ul style="list-style-type: none"> • Understanding leadership as an act, not a role • Developing leadership in others <p style="text-align: center;"><i>Teach as you Learn</i></p> <ul style="list-style-type: none"> • Take team members through Leadership Profile • Introduce continuous improvement | <ul style="list-style-type: none"> • Individual Workbook • Dimensions of Leadership Profile® |

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| <p>Presentation Workshop <i>(Two 3-hour meetings)</i></p> <ul style="list-style-type: none">• Take work team through MDP highlighting strengths and challenges• Present to fellow participants and senior team members | <ul style="list-style-type: none">• Individual Workbook |
| <p>Management Development Competency Assessment™ <i>(20 minutes)</i></p> <ul style="list-style-type: none">• Complete online assessment to evaluate progress and set new goals | |