



MANAGEMENT TRAINING

Below are descriptions of my standard management training workshops. Any combination of workshops can be created for a curriculum/cohort training program. Customization of any of these workshops is also available upon request.

Session Name	Learning Objectives	Timing	Notes
Establishing and Maintaining Trust	<ul style="list-style-type: none"> Evaluate self & relationship trust. Identify trust gaps on team. Develop a plan to increase trust with employees. 	90 mins	Participants will work on a trust action plan to increase and maintain high trust for their team
Setting Standards of Performance	<ul style="list-style-type: none"> Describe the standards of performance. Craft well-structured goals. Develop effective operating rituals to drive results and accountability. 	60 mins	Participants will leave with draft expectations and goals for their team
Providing Actionable Feedback	<ul style="list-style-type: none"> Explain the impact vs. intent gap. Provide clear and actionable positive and critical feedback. 	90 mins	Participants will practice the STAR and STAR/AR feedback framework in structured role plays
Coaching Fundamentals	<ul style="list-style-type: none"> Explain what coaching is and how it differs from training and advising. Improve active listening to establish trust. Use the GROW coaching framework. 	2 hours	This is a longer workshop with half of the time dedicated to practice sessions
Delegating Work	<ul style="list-style-type: none"> Identify work to delegate and not delegate. Set up a task for delegation. 	60 mins	Participants leave the workshop with a full delegation action plan

	<ul style="list-style-type: none"> • Provide the right level of instruction and coaching depending on the capabilities and needs of employee. 		
Managing Performance	<ul style="list-style-type: none"> • Explain the performance management cycle and engage in all stages from monitoring to rewarding. • Recognize signs of disengagement prior to a performance issue. • Properly handle performance issues depending on severity. 	2 hours	There are many facilitated case studies around different employee performance levels challenging critical thinking skills of participants.
Developing Others	<ul style="list-style-type: none"> • Identify skill gaps in employees. • Create development goals that help an employee grow. • Craft on-job work development assignments. 	90 mins	Participants will work on their own development plan during the workshop
Power of Appreciation	<ul style="list-style-type: none"> • Define why appreciation matters and how to communicate those benefits to others. • Integrate a proven recognition strategy into everyday management practices. • Present recognition in a meaningful, purposeful way. 	3 hours	Very interactive workshop with several concrete strategies and take away tools
Critical Conversations	<ul style="list-style-type: none"> • Recognize the personal and practical needs within a conversation. • Prepare for a sensitive conversation with an employee. 	2-3 hours	Length depends on number of practice role plays; this is a more advance course and good follow-on to the Managing Performance workshop.

	<ul style="list-style-type: none"> • Conduct a conversation maintaining trust and safety for everyone. 		
Motivating Others	<ul style="list-style-type: none"> • Explain why extrinsic rewards don't typically work for long-term motivation. • Define who to tap into the psychological needs of others to drive sustainable performance. • Identify ways to be better motivate self and others. 	2 hours	Participants will have a full motivational plan for team
Managing Meetings	<ul style="list-style-type: none"> • Create an agenda that keeps focus & drives results. • Manage time and process of meeting to meet the needs of all participants. • Facilitate discussion and decision making. 	1 hour	Perfect for those who attend and manage meetings