

Manager Series



Front line managers never know what new challenges each day will bring. Their days are busy and unpredictable. They hire, orient new employees, coach, and manage performance. In their high-speed work environments, they only have time for training that is fast and targeted.

The **Instant Expert Manager Series** includes six modules. Each 90-minute session delivers how to's, powerful actions, and a key skill to coach and engage employees from recruitment to retirement. When managers understand and address employee needs at each phase of the employee cycle, the result is performance and engagement.

Essentials of Engagement

- ▶ Self-assess daily engagement actions
- ▶ Plan and implement a conversation that counts

Skill Builders: Communicate Listen

Talent Scout

- ▶ Attract talent
- ▶ Hire for fit and skill

Skill Builder: Leverage Talent

Orienteer

- ▶ Connect new hires to their jobs and the culture
- ▶ Align new hire expectations with job reality

Skill Builder: Align Expectations

Coach

- ▶ Communicate goals and performance expectations
- ▶ Accelerate on-the-job learning

Skill Builders: Set Goals Give and Get Feedback

Engagement Expert

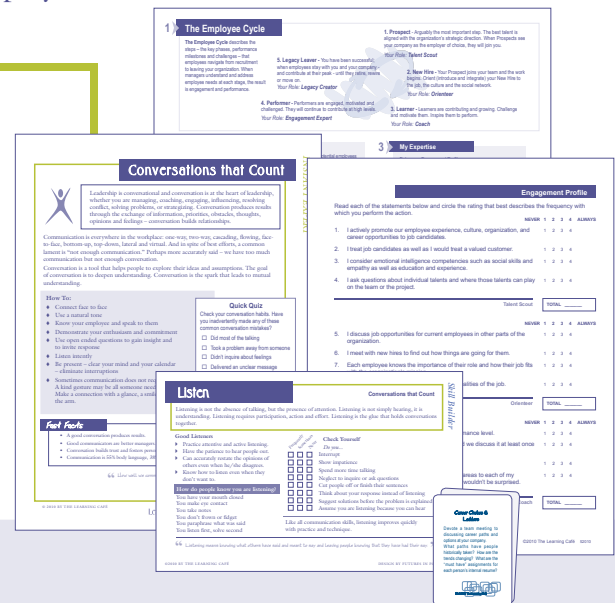
- ▶ Recognize and value each employee
- ▶ Create a positive, productive work climate

Skill Builders: Inspire Others Recognize and Reward

Legacy Creator

- ▶ Encourage informal knowledge sharing
- ▶ Identify critical at-risk knowledge and expertise

Skill Builder: Teach and Learn



Participant Tools

- ◆ **Engagement Profile** assessments give managers insights about their current engagement behaviors.
- ◆ **Instant Expert** quick reference descriptor provides information about the manager's role, the skills needed to effectively perform the role and ideas for applying new skills.
- ◆ **Skill Builder** cards offer practical ideas for immediate on-the-job application.
- ◆ **eTicket** card deck contains 31 actions managers can use to see immediate results.



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Essentials of Engagement What determines if employees will “give their all?”

Employees are engaged by...

...Managers who inspire confidence in the future, recognize employees’ contributions, and believe quality and improvement are priorities

...Challenging work and the opportunity to learn new things and develop new skills

...Organizations that demonstrate a genuine responsibility to employees and to the community.

Essentials of Engagement energizes and focuses managers on the realities of engagement:

- ▶ Importance of the manager and employee relationship
- ▶ Power of engagement to motivate and inspire employees
- ▶ Extent to which discretionary effort can mean goals are achieved – or not
- ▶ Ability of managers to influence employee engagement and talent retention

Managers will

- Self assess daily engagement actions
- Plan and implement a conversation that counts
- Build skill in communicating and listening

The 90 Minute Skill Building Process

Can busy people learn a new skill in 90 minutes? The answer is “Yes”, if some important learning principles are in place. Some training courses depend too much on cognitive learning – acquiring knowledge – using only lectures and slide presentations. This type of learning requires participants to passively absorb and retain large amounts of content. But in order to build skill, participants need opportunities to connect with the content and apply it to their work – less passive listening, more application and practice.

Instant Expert Manager Series uses high impact learning methods based on Malcolm Knowles’ adult learning principles.

1. People need to be involved in the planning and evaluation of their training.
2. Experience (including mistakes) provides the basis for learning activities.
3. Adults are most interested learning about things that are immediately relevant to their job or personal life.
4. Adult learning is problem-centered (“How do I...?”)



1	learn it	<p>Content Information learning increases knowledge</p> <ul style="list-style-type: none"> • Quick Quizzes • Fast Facts • Assessments • Instant Expert
2	try it	<p>Connection People learning influences attitudes</p> <ul style="list-style-type: none"> • Case Studies • Demonstrations • Practice • Role Play
3	apply it	<p>Application Action learning improves on-the-job performance</p> <ul style="list-style-type: none"> • Application and Feedback • Action Plan • Commitment • Skill Builders