



# Elevating Managerial Effectiveness

## Course Description

Once a manager is no longer the “new manager,” it’s time for them to learn the tools of the trade, which can take years to learn on their own. This workshop is full of real-world techniques managers can use to smooth out challenging solutions and work with their team in a thoughtful and intentional way.

## Outcomes:

- Accountability and successful corrective conversations
- Coaching for success
- The ability to manage workplace conflict
- People who feel heard
- The ability to effectively work with strategic partners

## Module 1: Setting up Employees for Success

### Building Accountability

- Getting Accountability With the “Why”
- Progressive Discipline
- How to Have More Serious Corrective Conversations

### Leading Employees Through Growth

- Why People Quit: Lack of Growth
- Provide Opportunities for Growth with Frequent Feedback

### Coaching for Success

- A Case for Coaching
- A Coaching Model to Guide Conversations

## Module 2: Manage Conflict and Be a Strategic Partner

### Managing Workplace Conflict

- The Root of All Conflict
- Discover the Real Threat by Asking Questions
- Making People Feel Heard
- The Paraphrasing Sandwich

### Work on Projects with Strategic Partners

- Discovery Interviews: Transition Challenges to Optimistic Outcomes